

TERMS & COTNDITIONS OF BOOKING WITH SAFARI GROVE TRAILS LTD

Find our safari booking terms and conditions for booking a safari with a with Safari Grove trails.

General

Welcome to Safari Grove Trails Uganda Limited, where we specialize in organizing eco tours, sustainable vacations, and holidays in Uganda, Rwanda safaris, Congo, Tanzania, and Kenya. It is important that you carefully read and understand the following terms and conditions, as they outline our responsibilities and establish the foundation of your contract with us.

For the purposes of these terms and conditions, "we" and "us" refer to Safari Grove Trails Uganda Limited, and "you" refers to all persons listed on the booking, including any individuals added or substituted at a later date.

These terms are subject to revision as circumstances change. The terms that are in effect at the time of booking are the ones that apply. It is important to note that conditions in Africa may differ from those in developed countries, particularly in terms of service standards, medical facilities, safety, and security. Please be aware that the laws and regulations of the country where services are provided will govern your holiday arrangements, not those of your home country.

Accommodations

We carefully select elegant and distinctive hotels, lodges, and camps that offer sustainably attractive accommodations with excellent facilities and green living, hot water, and friendly staff at reasonable prices . We kindly ask all our clients to inform us of any dietary requirements in advance. Please note that we reserve the right to substitute equivalent superior hotels if necessary based on your booking.

Complaints

If you have any complaints, please report them promptly to our safari manager and the supplier. They will make every effort to assist you. If you are dissatisfied, we kindly ask that you submit a written report to our manager or supplier as soon as possible following the incident, but no later than 30 days after the conclusion of your holiday, safari, or tour. This will enable us to conduct a thorough investigation. Regrettably, we are unable to consider any complaints that are not reported in accordance with this procedure.

Accuracy of information

We provide information, descriptions, and opinions regarding itineraries, national parks, gorilla permits, animal sightings, accommodations, and security in good faith, relying on the most up-to-date information available. We have taken great care to ensure the accuracy of the information provided. However, we cannot be held responsible for any errors or omissions that may occur due to circumstances beyond our control.

Force majeure

We apologize for any inconvenience, but we are unable to provide compensation in cases where unforeseen incidents impact the proper execution of our duties. These incidents may include war, terrorist activities, government actions, riots, natural disasters, border closures, labor disputes, fires, road closures, theft, epidemics, quarantines, extreme weather conditions, and other similar events beyond our control.

Please be aware that certain activities included in your itinerary carry inherent risks of personal injury, such as gorilla trekking, whitewater rafting, chimpanzee tracking, canoeing, and mountaineering. It is important to understand that participation in these activities is at your own risk, and we cannot be held responsible for your safety.

Gorilla permit

Once payment has been received, you can purchase a permit for gorilla tracking. It is important to note that obtaining a gorilla permit does not guarantee that you will see a gorilla. While the chances of seeing them are high at 99%, local conditions may sometimes make it impossible to access the gorillas on short notice.

Please be aware that we cannot be held liable for any circumstances that may result in the cancellation of gorilla viewing. This includes situations such as the closure of the National Park, border closures, absence of gorillas, security changes, or any other unforeseen events. Refunds, if provided, are at the discretion of the relevant authority and we are not responsible for them. However, we will make every effort to obtain a refund on your behalf and if successful, we will pass it on to you, our client.

Payment

When you book your Eco-safari, you are agreeing to our terms and conditions and must pay a deposit. The deposit amount will be determined by our tour consultant and will be a percentage of the total price, which includes fees for gorilla permits and necessary bookings. Typically, the deposit is 40%, but in certain circumstances, you may be required to pay more based on prevailing conditions and travel requirements. During the High Peak season, you may need to pay 50% upfront to secure your booking, especially for gorilla and chimpanzee permits and accommodations. The remaining balance must be paid before the start of the safari. Please be aware that full payment is necessary for bookings made within weeks of departure.

Insurance

When booking your holiday, it is mandatory to arrange personal travel insurance that is both relevant and effective. Individuals who are not suitable for long trips due to heart disease, chronic illness, physical handicap, advanced pregnancy, or mental illness are advised against participating in rigorous travel programs. The insurance policy should cover injuries, theft of personal property, and medical expenses for clients. It is important that activities with higher risks, such as whitewater rafting and mountaineering, are also covered by the insurance.

Baggage

"All personal belongings and baggage are the responsibility of the passengers and are carried at their own risk."

National parks

We vehemently condemn the practice of capturing wildlife from their natural habitats. Our Eco-safari offers the opportunity to observe and photograph animals in their natural environment, without causing any disruption to their lives.

Taking photographs on the tour

We reserve the right to capture photographic images of individual participants for the commercial promotion of our safaris. If any tour member or leader prefers that their picture not be used, we kindly ask them to inform the tour guide at the beginning of the tour.

What is included in our safari prices

Please be advised that any activities added by the client that are not included in the initial itinerary issued by Safari Grove Trails Ltd will incur an additional cost to be covered by the client.

Our safari prices include the cost of the gorilla permit at \$800 each, Chimpanzee tracking permit at \$300 each, all accommodation, ground transportation in private 4 X 4 safari vehicles, a full-time experienced safari guide and associated expenses, all meals (except where B&B is denoted), water and snacks in the vehicle, entrance fees in national parks, ranger guide fees, chimpanzee tracking, boat and canoe rides, all applicable taxes, and administration fees. However, it excludes international flights, any items of personal nature (such as drinks, laundry, telephone, souvenirs), visa fees, porters after the gorilla trek, travel/medical insurance, gratuities for guides/drivers/hotel staff, and any extras not mentioned in the itinerary. Our safari prices is full board.

The company reserves the right to adjust the safari services agreed upon with the client in the event of unforeseen circumstances such as bad weather, road closures, and security issues. In such cases, alternative arrangements will be made as the situation permits.

Cancellation policy

If you need to cancel your safari, please notify us in writing. Cancellation is only considered official once we receive a copy of your written notice. This is necessary to cover our estimated losses due to your cancellation, as we may not be able to resell your holiday. Cancellation fees will be charged per person according to the following schedule:

- 60 days or more prior to arrival: 25% charge
- 59 to 32 days prior to arrival: 50% charge
- 21 to 8 days prior to arrival: 75% charge
- 7 days to date of arrival: 100% charge

If you decide to terminate your safari after it has already begun and do not give us the opportunity to address any issues, there will be no refund.

When we cancel

At Safari Grove Trails, we understand that sometimes circumstances arise that may require us to cancel confirmed bookings. While we always strive to avoid cancellations, we must reserve the right to do so under certain circumstances. Rest assured, we will not cancel your confirmed holiday less than 60 days before departure unless we are forced to do so due to unusual and unforeseeable conditions beyond our control.

If we do cancel your holiday, except in cases where you have failed to make payment or due to force majeure, we will offer you the option to purchase an alternative holiday of similar standard, if available. If the chosen alternative is less expensive than your original booking, we will refund the difference. However, if it is more expensive, we will ask you to pay the difference. Alternatively, you are entitled to a full refund of all monies paid to us, except for gorilla permits which can only be refunded if the refund has been made available to us.

Please note that cancellation fees are based on the date written notification is received at Safari Grove Trails. We regret that we cannot cover any expenses or losses incurred as a result of a cancellation. Rest assured, if we cancel for reasons other than those mentioned, there will be no additional charges to you.

We apologize for any inconvenience this may cause and appreciate your understanding in this matter. Thank you for choosing Safari Grove Trails for your holiday experience.

Voluntary execution

My agreement with Safari Grove Trails Ltd signifies that I have thoroughly reviewed and comprehended the terms and conditions, particularly those pertaining to cancellation and refund policies, as well as the responsibilities and limitations of trip participants. By advancing payment to Safari Grove Trails Ltd, the depositor assumes responsibility on behalf of themselves, their family, and beneficiaries.

In the event that you encounter any issues with either your vehicle or guide during the safari, we kindly request a 24-hour grace period to address and resolve the matter. Thank you for selecting Safari Grove Trails Ltd for your Eco-safari experience. We are excited to welcome you and look forward to meeting you.