

SOUND OF SERENGETI TERMS AND CONDITIONS

Deposits & Final Payment

Upon booking a tour with Sound Of Serengeti and once booking is done, a 30% deposit is required in order to do initial payment to accommodations, transportation and other suppliers, to secure the booking. Final balance payment of the tour booked is required 45 days before arrival. Booking made within 45 days of the tour start date should be paid in full. Both Bank expenses are on customer side.

Cancellation Policy

Should you be forced to cancel your tour, you should inform us in writing. In order to cover our estimated loss caused by your cancellation, cancellation fees will be charged per person as follows:

Before applying cancellation fees, we as Sound Of Serengeti we are very flexible and hence will contact the accommodations and other supplies to negotiate with them so that they give us credit note or voucher that would allow you to postpone this safari into later dates and still use the same deposit amount paid in future safari. In case accommodations and other supplies booked will refuse to agree to our negotiations below cancellation will apply although we will try our best to defend you

Days Prior to Departure Date:	% of total safari cost to pay
45 days	Loss of deposit
44-30 days	60% of total safari cost
29-20 days	80% of total safari cost
Less than 20 days	100% of total safari cost

Please note that cancellation fees are based on the date your written notification is received at Sound Of Serengeti.

Force majeure

We regret we cannot compensate where the proper performance of our duty is affected by any incident which we or the supplier of the service(s) in question could not, even with all due care, anticipate or avoid. Such events may include war, unexpected government acts, civil strife, natural disaster, border closures, industrial disputes, fire, road closures, pilferage, epidemics, quarantines, land and air travel, extreme weather conditions and other similar incidents beyond our capability to manage.

Travel Insurance

Sound Of Serengeti does not provide travel insurance. Therefore, the client must obtain travel insurance from their home country with the minimum recommended medical coverage, medical evacuation, and repatriation coverage.

It is strongly recommended that clients also extend their coverage to include cancellation and all other expenses that might arise as a result of loss, damage, injury, delay or inconvenience occurring to the client. When obtaining travel insurance, the client must ensure the insurer is aware of the type of travel to be undertaken so that the insurer may properly cover travel on the applicable tour.

Liability

Sound Of Serengeti is not responsible for any damages, expenses, losses, or claims which are attributable to the fault of any client, the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of any services that form any part of the tours, or a force majeure event.