



TERMS & CONDITIONS FOR KIGONGO SAFARIS LIMITED

Kigongo Safaris Limited carries out business only on the basis of its standard Terms and Conditions.

Liability; Please note that your booking is accepted based on the understanding that you come on the trip entirely at your own risk due to the fact that there are certain dangers inherent to adventure travel. We assume no responsibility whatsoever for any event over which we have no control. Kigongo safaris Ltd. purchases transportation, game walks, nature walks, hotel accommodations, restaurant services and other services from various independent suppliers that are not subject to its control. Kigongo safaris Ltd. can therefore not be held liable for any death, personal injury, personal illness, loss or damage to a person or property or other loss that may occur due to any act or omission of any such supplier, or by reason of any other event over which it has no control. Each of these companies are independent corporations with their own management and are not subject to the control of Kigongo safaris Ltd. Kigongo safaris Ltd. is not responsible for acts of nature, fire, acts of governments or other authorities, wars, civil disturbances, riots, terrorist acts, strikes, thefts, pilferage, epidemics, quarantines, dangers, incidents to sea, land and air travel, incidents with wildlife and other similar acts or incidents beyond its ability to control.

Medical information and insurance; Participation on a safari or tour to Africa requires that you are in general good health. All guests must understand that while a high level of fitness is not required, a measure of physical activity is involved in all African safaris and tours. It is a requirement when booking your trip with Kigongo safaris Ltd. that you arrange personal travel insurance, which is valid and effective. Persons not fit for long trips due to any reasons are advised not to participate in such rigorous travel programs. Reasons like heart disease, chronic illness, physical handicap, advanced pregnancy or mental illness, etc. It is a condition of booking that the sole responsibility lies with the guest to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependants and traveling companions for the duration of their tour to Africa. This insurance should include coverage in respect of, but not limited to, the following eventualities: cancellation or curtailment of the trip, emergency evacuation expenses, medical expenses, repatriation expenses, damage, theft or loss of personal baggage, money and goods. Kigongo Safaris Ltd., including their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependants or traveling companions, with regards to, but not limited to, any of the above-mentioned eventualities.



Anti-malaria; precautions should be taken, and these are the sole responsibility of the client. Any required inoculations must be recorded by the client's health practitioner on a valid vaccination certificate, which the client must carry in his/her possession throughout the tour. Kigongo safaris Ltd. will not assume responsibility for the accuracy of any medical information. You should consult your doctor or pharmacist for up-to-date requirements and personal recommendations. By depositing the advance payment and/or by returning the filled booking form the guest certifies that he/she does not knowingly have any physical or other conditions of disability that would create a risk for him/her or other tour participants;

Booking and payment; The person making any booking with Kigongo safaris Ltd., warrants that he or she has authority to enter into a contract on behalf of all other persons included in such a booking and in the event of the failure of any or all of the other persons so included to make payment, the person making the booking shall thereof assume personal liability for the total price of all bookings made by him/her. The person making the booking must understand clearly what is exactly included in the price of the tour and what is not. Upon confirmation of your tour with Kigongo safaris Ltd., you must email the booking form back to us, which confirms that you agree with our terms and conditions. The advance payment is 30% of the price of the tour, plus 100% for the gorilla permits. The balance payment has to be paid 8 weeks prior to the trip. Payment to our account also confirms that you agree with our terms and conditions. In the event government taxes and/or the Ugandan/Rwandan and/or Tanzanian Wildlife Authority rates will increase the above-mentioned total price shall be amended accordingly. All activities and accommodations are subject to availability.

Cancellation: We use the following cancellation fees for the trip, excluding the gorilla permits:

- 90 days and above 20% of the tour cost
- 89 - 60 days 30% of the tour cost
- 59 - 30 days 40% of the tour cost
- 29 - 15 days 70% of the tour cost
- 14 - 0 days 100% of the tour cost

There will be no refund for gorilla permits as this is a direct policy from the Uganda Wildlife Authority / Rwanda Wildlife Authority. However, Kigongo safaris Ltd will always try to sell the permits when their clients are not able to do the tracking. It is the customer's own responsibility to arrange a full insurance with an insurance company.



Airfares and delays: Please note that Kigongo safaris Ltd. cannot be held liable for any delays or additional costs incurred as a result of airlines not running on schedule. Kigongo safaris Ltd. is not responsible for any airline schedule or airfare changes, cancellations, overbooking or damage or loss of baggage and property. Any and all claims for any loss or injury suffered on any airline must be made directly with the airline involved and not with Kigongo Safaris Ltd. Air schedule changes may necessitate additional nights being added to your tour. These schedule changes are beyond the control of Kigongo safaris Ltd. and any resulting additional costs must be done by the guest.

Changes of itinerary or accommodations; We will do our very best to provide the holiday arrangements that have been confirmed, but it should be noted that tour operators in Africa may be obliged to occasionally change routes and camps on safaris as dictated by changing conditions such as seasonal rainfall on bush tracks, airfields and in game areas; game migrations from one region to another; airline- or other booking problems, or any other reason. Kigongo safaris Ltd. shall not be held responsible for such itinerary changes as discussed above. Kigongo safaris Ltd. shall not be held responsible for a refund either in the whole or part, if any accommodation or excursion is unavailable and a reasonable alternative is found. If the guest is unable to use a service provided in the itinerary, then there are no refunds due.

Wild animals: Going to Africa and on safari may take you into close contact with wild animals. Attacks by wild animals are rare, but no visit to the African wilderness can guarantee that this will not occur. Kigongo safaris Ltd. cannot be held responsible for any injury or incident during the trip. Most of the safari camps, hotels and lodges are not fenced, so the wildlife does move freely in and around the camps. Always follow the safety instructions from the camp's staff especially with regards to moving to and from your tent, lodge, Banda or hotel and while on game activities throughout your trip. Also note that camping during the trip is the client's own responsibility.

Passports and visa: It is on the guest to ensure that passports and visas are valid for the countries they plan to visit. Kigongo safaris Ltd. cannot be held liable for any visas and/or passports, which are invalid or not held by the guests, nor for the cost of any passports or visas.



Age restrictions: Please consult with us for the specific age policies at the camps and for the activities on your itinerary. If anyone misrepresents their age, tour operators reserve the right to terminate the tour without refund. Kigongo safaris Ltd. cannot be held responsible for any refund in this situation.

Responsibilities: Trip members have certain responsibilities to Kigongo safaris Ltd. and to other trip members: trip members are responsible for understanding the conditions implied in our Terms and Conditions and trip itinerary, and selecting a trip which is appropriate to their interests and abilities.

Complaints: If you have cause to complain whilst on holiday you must bring it to the attention of the guide or other local representative who will do their best to rectify the situation. It is unreasonable to take no action whilst on holiday and to complain upon return.