



# **UNSCRIPTED SAFARIS FAQ, TERMS & CONDITIONS**

## **1. FREQUENTLY ASKED QUESTIONS**

- **Do you arrange group / Jeep sharing safari tours at Unscripted safaris?**

Almost all safari tours operated by Unscripted safaris are private per booking and are operated in own pop up top 4x4 jeep with a dedicated tour driver / guide.

Guests booking with Unscripted safaris can however form private groups to travel together as families or friends

We do not make tour groups from individual bookings for medium / long range safari tours. This is to allow for flexibility, customization, pace and choice of safari lodge / camp preference

- **Is there WiFi at the safari lodges & tented camps on safari?**

Almost all safari lodges / tented camp accommodations during your safari do provide free Wifi. These are in the three accommodation levels of economy, comfort and luxury

Wi-Fi is provided in the public areas of the safari lodges / tented camps including the reception, dining areas and lounge. It is not provided in the individual rooms/ tents.

We provide free Wifi in our 4x4 Safari jeeps with connectivity being at approximately 70% due to local Kenyan network coverage

- **Can we choose a favorite tour driver guide from the online reviews or driver / guide profiles ?**

Unscripted Safaris has invested in the employment of among the best tour driver / guides

However we allow our guests to have that special preference for an individual driver / guide either from recommendation or online reviews.

If you prefer a specific safari tour driver / guide from our team, we are happy to allocate him as your guide for the duration of your safari tour. This is however subject to his availability.

In case he is already requested for during the period of your planned safari tour, you can always choose another driver / guide from our diverse team.



- **Are mosquito nets provided in safari lodge rooms / tents ?**

Our selection of safari lodges and tented camps is well researched and offers the best in terms of comfort ,relaxation and atmosphere during safari. Each accommodation category is well catered for in the selection.

We fully understand the need for your protection against Mosquito and other insect bites.

All rooms / tents during your safari are fitted with mosquito nets or are insect proofed to protect you against bites.

You are also advised to carry / use insect repellent to further protect yourself especially in the outdoors during evenings.

- **Do you have a maximum number of persons allowed to sleep in one safari room / tent?**

The maximum number of persons allowed in one room / tent are 3 , these can be accommodated in a double bed and a single bed or in 3 single beds.

Where 4 persons or more are travelling together and prefer stay in one room / tent , we may book them in 2 rooms with interconnecting doors

For those that may prefer to stay close as family or friends , we may book them in adjacent tents / rooms

Some safari lodges / camps have family units for maximum of 4 persons only. This however includes an extra cost.

All safari rooms / tents are private with own bathroom / toilet

- **What is the size / weight limit allowance of an individual in safari Jeep?**

Your safari tour Jeep has a generous luggage compartment at the rear and can comfortably carry 6 suitcases with an average 25 -30kgs each

You may carry hand luggage with your vital stuff inside the safari jeep.

We suggest that you pack / carry your luggage in soft sided suitcases for ease of storage in safari vehicle and also to minimize on friction and damage during the sometimes bumpy road safari trips.

- **What is the baggage allowance on local domestic /internal flights?**



In case you are booked on a Kenya fly -in safari and or you would consider taking local / domestic safari flights to the national parks / game reserves , there is a baggage allowance.

The baggage allowance for local domestic flights commuting between national parks is 15kgs excluding hand luggage

You may store extra luggage not required on safari at our Nairobi offices for free.

You may also choose to pay an extra \$ 5 per kilogram for any extra baggage if you decide to carry all your baggage around with you (this is subject to flight / carrier capacity).

- **Do you provide airport hotel airport transfers when we arrive and depart Nairobi or Mombasa in Kenya?**

As an extension of our safari tour services , Unscripted Safaris provides free return airport / hotel transfers for our guests booked a 3 days plus safari tour with us.

The transfers are provided even when you arrive or depart several days before or after your safari start / end

In all cases , you shall share with us your arrival & departure flight details including airline codes and timings ,we shall in return provide transfer driver name and telephone contact in advance of your arrival / departure.

- **What is the difference between Safari lodge and tented camp?**

## **SAFARI LODGES**

A safari lodge in Africa is located in a remote Wildlife area and is made up of a number of cottages / chalets spread over a landscaped land .There shall be a main building which houses a restaurant, bar, gift shop together with the reception and also administration facilities. In most cases, there may be a swimming room,

The lodge's en-suite guestrooms are spread in smaller separate scattered cottages around the main central building.

The atmosphere is usually rustic and compliments the natural surroundings while bringing in the essence of the wild

Safari lodges vary in size, unique design, location and standards with a nice range in economy , comfort and luxury category.

## **SAFARI CAMPS**



The safari tented camps share some similarities with safari lodges in layout , purpose and location.

A tented camp is composed of the Main building (housing the public areas) usually thatched African style for effect .It may also be made of a large tent .The en-suite guest tents are scattered around the main building providing a private feel.

The tented camp is a composition of large en-suite walk in tents which are built on a solid floor base and are complete with private bathrooms and a small terrace or veranda.

Essentially they are rooms with the exterior being canvas rather than wood or brick.

The tented camp complex may also have a swimming pool.

Tented camps range from the comfort, superior comfort, luxury to the super luxury.

- **When proceeding to the Kenya coast at end of safari ,where / When do we get our Nairobi to Mombasa first class travel train tickets?**

If you are booked on any of our Nairobi to Mombasa safaris ,you shall catch the Nairobi to Mombasa SGR train at Emali ,Mtito Andei or Voi train stations this depending on your last national park visit.

Your first class train tickets shall have been booked and paid for in advance and you shall only need to print your travel ticket once at the respective train station

This takes only a few moments and your safari driver / guide shall be at hand to assist.

Remember that we shall pick you up from the Mombasa train station and transfer you to your beach hotel in Mombasa . Diani ,Kilifi, Watamu or Malindi as part of the safari service.

- **Is the Nairobi to Mombasa SGR train safe for both passengers and luggage?**

The SGR train travel between Mombasa and Nairobi and now being extended to Near Lake Naivasha is the most recent and safest way to travel in Kenya.

It is also the most exotic means of travel between the Kenya interior and Kenyan coast.

The train coaches are air conditioned and with wide windows for best scenic views.

From Nairobi to Mombasa and vise versa , the train meanders through the Tsavo West & Tsavo East

It is absolutely safe for both passengers and luggage. . .



Best 360 degrees landscape views can be experienced from the restaurant car of the train.

- **What are your safari tipping guidelines for safari tour guests?**

Tipping in Kenya although not mandatory is expected after a good service.

All hotels, lodges and portage gratuities are included on your safari price – this are collectively referred to as service charge.

Individual waiters, porters and other hotel service employees may provide exemplary service and it is your discretion to decide to tip. Usually \$ 1 - \$ 5 per move or sitting is appropriate and appreciated.

It is however customary to tip your safari driver / guide at the end of the safari tour. The amount is dependent on your evaluation of the quality of the service rendered. An average of \$ 10 per guest per day or 5-10% of your (safari only cost ) is suggested . The amount is however at your discretion, you are welcome to provide additional compensation to any staff who have provided special services. A bar gratuity of \$1 is acceptable.

You may tip in Kenya shillings, USD or in Euro at the end of your safari / tour and preferably in an envelope.

- **What are the visa requirements for tourist travelers to Kenya ?**

Tourists visiting Kenya must have a valid visa. Your passport must also be valid for at least six months after the date of your arrival in the country.

Effective Jan 1, 2023/2024, all passengers travelling to [Kenya](#) from countries that require visas to enter Kenya shall be required to apply and obtain E-visa before boarding an aircraft as no visas shall be issued on arrival.

#### **Electronic visa application for Kenya:**

The visa application process involves uploading your passport picture along with your passport photograph. Your visa shall be issued approximately five days after you register. You shall be required to print a copy of your electronic visa, bring it with you for presentation along with your passport on arrival in Kenya. If you have any problems or enquiries related to applying for an electronic visa, please contact the Kenyan Embassy in your country / region or email [evisa@immigration.go.ke](mailto:evisa@immigration.go.ke).

#### **Kenya Evisa Application procedure:**

- Click register on [evisa.go.ke](https://evisa.go.ke) (This is the only official portal, others are scams).
- Select Register as a Visitor.
- Once Logged in, Select Department of Immigration services.



- Select submit Application.
- Select Kenyan Visa.
- Select the type of Visa and read the Instructions Carefully.
- Fill in the application form.
- Pay Using visa card, Mastercard and other debit cards.
- Await approval via email, then download and print the E-Visa from your eCitizen account.
- The processing time is 2 business days.
- Present your printed E-Visa to the immigration officer at the port of entry.

#### **Visa Charges as at 5th January, 2023/2024:**

- Single entry visa + service charge: us\$51.00
- Transit entry visa + service charge: us\$21.00
- Courtesy entry visa + service charge: us\$0.00
- East African tourist visa + service charge: us\$101.00
- Multiple entry visa + service charge: us\$101.00
- 5yr multiple entry visa + service charge: us\$201.00
- Fast tracked visa fees: coming soon

#### **Useful Links:**

- Eligibility & Exempted States: <http://evisa.go.ke/eligibility.html>
- Visa Types & requirements: <http://evisa.go.ke/evisa-types.html>
- E-visa FAQs: <http://evisa.go.ke/evisa-faqs.html>

#### **Visa Validity:**

An E-visa to Kenya once issued is valid for 3 months before you travel. Once you present yourself to immigration control at the port of entry, you may be issued with a stay period not exceeding 90 days, which may be renewed for a further 90 days at the immigration headquarters. The maximum number of days a visitor may stay in Kenya is 6 months.

- **What are the distances and driving times on safari?**

Distances and driving times in Africa vary from the European and American concepts. In Kenya, roads are narrow and may not be well maintained. The roads immediately leading to the National Parks and Game Reserves are rough.

Please note that advertised driving time on safari itineraries/programs on website are estimate and may vary depending on road conditions and road traffic.

- **What is the difference between luxury, comfort and economy accommodation options listed on our packages?**



Our selection of Economy, comfort and luxury accommodation options for lodges and tented camps are sufficiently comfortable and adequate for relaxation , overnights and meals. However standard of facilities ,style and location are varied.

### **Luxury safari Lodges and Tented Camps**

In almost all instances, luxury lodges & Tented camps are located at vantage locations within the national parks and game reserves. They are unique in architecture and design. They also provide easy access to the game viewing areas. The facilities and comfort levels are of higher standard. Rooms/, tents are private and en-suite. There shall most likely be a swimming pool in most of the luxury facilities

### **Comfort safari Lodges and Tented Camps**

Comfort lodges and camps may be located inside or just at the boundaries of the national parks and game reserves. Others may be slightly further .In all instances ,they are less than 30 minutes from the park entry gate . The facilities' comfort levels are sufficiently adequate although slightly lower than for luxury accommodation level. The rooms and tents in this comfort level category are also private and en suite. Most comfort lodges / tented camps shall have a swimming pool.

### **Economy safari Lodges and Tented Camps**

Almost all economy lodges and tented camps (except a few) are located outside of the National park boundaries and just next to the park. They are easy ,comfortable and sufficiently adequate for relaxation , overnight and meals although relatively basic compared to the luxury and comfort options. Rooms and tents are private and have en-suite bathroom facilities. Most of the economy options may also have a swimming pool.

- **What safari vehicle types do you use on your tours?**

Our standard safari travel & game viewing drive vehicle is a custom designed 4 x 4 Land Cruiser Jeep with pop up top for ease of photography during game viewing drives and sightseeing. The vehicle sits a maximum of 6 persons for guarantee window seats and access to the pop up top.

Our 4x4 safari Jeeps are fitted with long range radios for easy communication, cooler boxes, and first aid kits .This is on top of the other extras in Jeep

The 4 x 4 Land Cruiser Jeep has several advantages on safari. These includes a higher elevation, better navigation on rough terrain, deeper reach, more comfort and brings out better the African adventure experience.



## **2. TERMS AND CONDITIONS**

### **Complaints and Problems:**

We do our best to give you an enjoyable, trouble-free safari tour but occasionally even the best-laid plans can go wrong.

In the event of a problem whilst you are on a safari tour with us, please inform your tour planning manager via email, lodge/ camp manager and your tour driver / guide immediately. This gives us the opportunity to correct the issue on the spot so that it does not spoil your Safari. If the matter cannot be resolved immediately, please send details of your complaint to us in writing within 20 days of your return from your holiday.

It is therefore a condition of this contract that you communicate any problem to the authority in question whilst on tour. If you fail to follow this simple procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem on site.

### **Seasonal Factors and Resort Facilities:**

Some factors are not under our control and early and late in the season some tourist facilities may not operate. Likewise, swimming pools have to be cleaned and sometimes emptied and maintenance work can affect the availability of certain amenities.

Public holidays and religious festivals throughout the year (particularly Ramadan) may have an impact on the ambience of a destination and the reliability of shops, banks and other facilities.

### **Wild Animals:**

Please be aware that on any African safari, your clients may be taken into close contact with wild animals. Attacks by wild animals are rare, but no safari into the African wilderness can guarantee that this will not occur.

Neither Unscripted Safaris, nor its employees, nor its suppliers can be held responsible for any injury or incident on the safari. Please note that many safari camps are unfenced and animals are able to wander through the camps at all times of the day and night.

### **Important -Travel Insurance:**

It is of importance that each Safari / Tour member in your party has adequate and comprehensive travel insurance covering cancellation or curtailment, as well as medical expenses, emergency travel, personal accident, personal baggage and money loss.





This should be arranged at the time of confirmation and deposit payment to cover you for cancellation from the time of booking. Please note that it is your responsibility to take out insurance, with the cost for your account, and that Unscripted Safaris Ltd cannot be liable in any way whatsoever should you fail to do so.

If you are coming to East Africa from overseas, we request that you provide us with your insurance provider's name, together with the policy number and the insurance company's emergency contact telephone number in case of any emergency whilst you are traveling.

### **Safari / tour Payment deposit and balance:**

#### **Payment terms:**

- 10% deposit per person for one day safari / tours.
- 20% deposit per person for 2-3 day safari / tours
- 30% deposit per person for 4-6 day safari / tours
- 40% deposit per person for 7-12 day safari tours
- 50% deposit per person for combined Kenya/ Tanzania safari tours

Balance due within 6-1 day prior to commencement of your safari arrangements. Payments (deposit & final balance) are preferred by credit card online.

Payments can also be made by direct bank transfer to our Nairobi bank account (details shall be provided during safari confirmation and invoice).

For persons from overseas, payments are to be made in USD as quoted. Payments in other convertible world currencies can only be made to us subject to prior agreement and current exchange rate.

#### **Payment by credit / debit cards:**

We prefer payment by credit card on-line (Visa, Amex or Mastercard) through our secure online payment system.

Once your booking is confirmed and your sales consultant / Tour manager has emailed you the invoice, you will then receive an email from Unscripted Safaris with a link that directs you to our secure online payment system, where you can enter your details and process your payment. No transaction fee is added by us for payment of the deposit by debit or credit card.

There is also no transaction fee charged if the full invoice amount is paid at once by credit card. However your credit card company may add their own handling fee for processing a payment outside your home country.



If the final balance is paid by credit card there shall be no extra transaction fee charged. Payment can also be made by debit card in the same way as credit cards. In this case again, no transaction fee is charged.

### **Responsibility:**

Safari adventure travel in East Africa carries some measure of inherent risk including, but not limited to, the hazards of traveling in underdeveloped areas where road conditions and other facilities may be poor or lacking; the forces of nature; and accident or illness in remote regions without means of rapid evacuation.

Bookings are accepted on the specific condition that Unscripted Safaris Safaris Ltd and its team of independent overseas Safari Consultants act only as agents of the passenger in all matters relating to hotels, sightseeing tours, restaurants, all forms of transportation and other services which may be included in these tours. Unscripted Safaris Ltd may purchase these services from suppliers and other independent contractors, without warranties and representations from them and thus such services are not subject to its control.

The right is reserved to substitute hotels of comparable status and to make any changes in the itinerary where deemed necessary or caused as a result of adverse road or weather conditions, disruptions to airline schedules or any other valid reason.

While all precautions are taken to ensure the passenger's safety and enjoyment on these tours, Unscripted Safaris Ltd and/or its agents and suppliers shall not be liable for death, injury, delay, loss or damage arising from any cause and in any manner whatsoever or change of itinerary or act, including any acts of terrorism, acts of God and government, neglect, accident, error or omission caused by any of these suppliers or independent contractors, their employees, representatives or any event beyond the control of Unscripted Safaris Safaris Ltd.

All baggage is carried at the passenger's own risk, and Unscripted Safaris Ltd reserves the right to exclude certain baggage at its discretion.

The airlines used to provide flights within Kenya are subject to international air conventions limiting their liability; the limitations of liability are contained on the reverse side of the airline ticket and form part of the terms and conditions of this package.

### **Safari Transport:**

It should be noted that the types of vehicles used for safari transport on rough roads in East Africa are different from tour vehicles on the highways in developed countries and normally they do not have air-conditioning other than the standard ventilation fan.

The **Safari 4x4 Land Cruiser** used throughout East Africa for overland road safaris on the main highways beyond the parks are of a standardized design with sliding passenger windows.



Open-sided safari viewing vehicles may be used inside the game reserves and conservancies by visitors on fly-in safari packages.

**Electricity:**

In most of the safari lodges where electricity is provided by a generator, these are turned off late at night until early morning the following day.

In Kenya the general voltage is 240 and the frequency is 50 Hz. The British three rectangular blade plugs are common. Some lodges and camps only have power in the early mornings and evenings. Batteries may be recharged in camps during the day but it is wise to double check with the camp manager.

As the sockets may vary, a 'Travellers Adaptor Set' is recommended. Voltage sometimes fluctuates and whilst power cuts are rare, they are not unknown. It is useful to carry a torch.

**Water:**

Water from taps in bathrooms is not suitable for drinking and bottled water is provided for drinking and cleaning teeth.

**Roads:**

The roads between the parks may have rough stretches and the overland journeys can be lengthy as tour vehicles are limited to a maximum speed of 80 KM per hour.

Local flights between national parks / game reserves are an (extra) option when overland transfers are exceptionally long.

**Law and Jurisdiction:**

All terms and conditions of this agreement shall be governed by and construed in accordance to the laws of Kenya, and any litigation necessary to resolve disputes between the parties shall be held in the courts located in Kenya where such a dispute can be solved through arbitration.

**Cancellation Policy:**

Any monies paid will be refunded less the cost of cancellation levied by hotels or other parties. In the event of such cancellation, the following charges will apply:

- 50 – 36 days prior to arrival 15%
- 35 -21 days prior to arrival 25%
- 20 -14 days prior to arrival 50%
- 13 -3 days prior to arrival 75%
- 2 -0 days prior to arrival 100%



**Special Requests:**

All special requests must be notified in writing when the booking is made. This may include single rooms, diet, infants; physically challenged persons etc. whilst the company will endeavor to meet such requests they cannot be guaranteed and failure to fulfill will not be in breach of contract.

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**We hope you enjoy your safari and Vacation with us**

**Thank you!!**

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