

ZAMUNDA TRAVELS TERMS AND CONDITIONS:

Please take time to read the terms and conditions of Zamunda Travels.

Confirming a safari with Zamunda Travels assumes that you have read, understood and accept the terms and conditions below.

1. BOOKINGS

Zamunda travels, provides transportation, accommodation bookings, meals, excursions and other services as agreed in our packages.

All information details from client given to us is what we use in our bookings of gorilla permits and hotel bookings, that is your full names as they appear in passport, your nationality and passport number.

Before confirming any safari, the client must inform us of any preferences and special requests, in case of a minor whose 10 years, medical needs, diet, requirements relating to disabilities and any other requirements.

Zamunda Travels reserves the right to change and re-adjust the tour schedule, transportation, accommodation and services indicated in the itinerary in the event of unforeseen circumstances such as strikes, thefts, epidemics, road closures, industrial disputes, natural or nuclear disaster, extreme weather conditions, fire, technical and/or mechanical problems to transport and all similar events before arrival. Any changes to the itinerary will be communicated to the client as soon as possible.

2. BOOKING CONTRACT

Your booking is confirmed and a contract exists when we issue a written confirmation after receipt of the applicable deposit amount. Please check your confirmation carefully and report any incorrect or incomplete information to us.

Please ensure that the names are exactly as stated in the relevant passport or identification documents. Your booking contract is valid immediately after you have read and signed the terms and conditions.

3. PAYMENT

All tours will be booked and confirmed only upon receipt of a 30% deposit of the basic program rate. For gorilla permits, a full advance payment of the permit fee is required in order to make the reservation.

The payment balance is due no later than 30 days prior to the safari, unless agreed otherwise. Bookings made within 30 days before arrival must be paid in full at the time of confirmation.

If payment is not received in accordance with the above, Zamunda travels has the right to cancel the booking. Payment can be made by only bank transfer or cash, before the start of the safari.

4. PRICES

The prices quoted for the various safaris are as per the itinerary and include the following services, unless stated otherwise: overnight in hotels, guesthouses, tents or lodges, all meals as indicated, sightseeing as detailed in the itinerary, park entrance fees and ranger fees, ground transportation, English speaking driver/guides and bottled mineral water in the vehicle.

The following expenses are not covered; international and domestic air fares, visa and passports, meals not mentioned in the itinerary, drinks other than mineral water provided in the vehicle, tips and gratuities for the guides and accommodation for staff, laundry, travel insurance and other items of a personal nature.

5. EXECUTION OF THE TOUR

It is a privilege to see animals in their natural habitat and as such, we cannot guarantee wildlife or game viewing.

You must take caution when viewing the animals and carefully follow the instructions given by either the tour guide or wildlife rangers.

A gorilla or chimpanzee permit guarantees clients will be able to track the primates in question but does not guarantee that the animals will be in plain sight.

6. ACCOMODATIONS

We use elegant and very suitable hotels/lodges/camps which are very attractive with good facilities, hot water, friendly staffs and reasonable prices. It's on that note that we request all our clients to advise if they have any dietary requirements in advance. We reserve the right to alternate equivalent or superior hotels in regard to your booking.

7. CANCELLATION AND REFUNDS

Zamunda travels reserves the right to refuse any person from participating in any activities or continuing any tour if, in our opinion, or in the opinion of any other person in authority, the person concerned behaves in such a way as to cause or be likely to cause danger, hazard or inconvenience to any third party, damage to property or to environments and ecosystems. No refunds will be made and Zamunda travels shall not be liable for expenses incurred as a result of the termination.

All cancellation requests must be made in writing and shall be effective on the date of receipt of a written notice being received by Zamunda travels.

The following cancellation charges apply to our basic program rate;

1. 60 days or more prior to arrival 20% charge
 2. 59-31 days prior to arrival 30% charge
 3. 30-8 days prior to arrival 60% charge
 4. 7-3 days prior to arrival 80% charge
 5. 48 hours or less prior to arrival 100% charge
- Zamunda travels reserves the right to deduct all expenses incurred from money paid.

Gorilla and Chimpanzee permits and air tickets are 100% non-refundable.

However, we irregularly cancel confirmed bookings, but we must reserve the right to do so. We shall not cancel your confirmed holiday less than 60 days before departure unless we are forced to do so as a result of unusual and unforeseeable conditions beyond our control, the consequences of which we could not have avoided even with all due care. If we cancel your tour (except where you have failed to make payment or as a result of force majeure) No refunds will be made for any unused services, late arrival or no-show of any of the members of the tour.

Please note that cancellation fees are based on the date your written notification is received at Zamunda Travels.

It is the responsibility of the client(s) to take proper medical and practical precautions in regard to health and safety. Medical advice should be sought well before travelling.

Clients are strongly advised to obtain comprehensive travel insurance before coming to Uganda. Local evacuation coverage is available in the unlikely event of a medical emergency while on safari.

The respective laws of the country govern Zamunda Travels' liability to passengers carried in its own vehicles. All claims are subject to the jurisdiction of the courts of the country in which the cause of action arises.

Thank you for taking time to read through our Terms & Conditions.

If you have any questions, please contact us.