



HERITAGE OF AFRICAN JUNGLES

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HERITAGE OF AFRICAN JUNGLES TOURS & TRAVEL LTD BOOKING TERMS AND CONDITIONS:

Reservation & Payment: Deposit of between 25% to 50 % is required at the time of booking and the balance paid in full 14 days before the tour begins. A booking is confirmed and these Terms and Conditions shall apply when Heritage of African Jungles Tours and Travel Ltd have received the applicable deposit from the client and the client has received written confirmation for such booking.

The amount of the down payment varies per trip. Payment can be made by using any of these methods:

1. With an (international) bank transfer or International Money Transfer. The height of the banking fees differs per country. Our banking details for a bank transfer are mentioned on the invoice you will receive after making a booking.

Pre-book: July- October is amongst the busiest times for Kenya Wildlife safaris, to avoid any hassle pre-plan your itinerary and pre-book and pay in advance so you do not miss on any booking you planned.

Transportation: 4WD safari jeep will be provided according to the route and number of persons. The right is reserved to the service of an English-speaking guide.

Accommodation: Based on two persons sharing, Hotels, Lodges and tented camps are named as indication of category and rooms may be reserved at similar Hotels, Lodges or tented camps depending on availability at the time of booking. A single room is often available at extra costs.

Rates: Includes all expenses in respect of vehicles and drivers as per the itinerary, meals on safari and entrance fees to national parks and reserve **Cancellation and refund policy:** The Client may stop the booking at any time provided that the cancellation is communicated to the Company in writing. In the event of cancellation of tour / travel services due to any avoidable / unavoidable reason/s we must be notified of the same in writing. Cancellation charges will be effective from the date we receive advice in writing, and cancellation charges would apply as follows:

N/B: In case you cancel the trip after commencement, refund would be restricted to a limited amount only which too would depend on the amount that we would be able to recover from the hoteliers/ contractors we patronize. For unused hotel accommodation, chartered transportation & missed meals etc. we do not bear any responsibility to refund. In case of Local / Domestic flight bookings and peak season hotel bookings a separate cancellation policy is applicable (which can be advised as and when required)

No of days	Percentage forfeited of tour price
More than 40 days	10% of the tour price
21-30 days	30% of the tour price

14 days	50% of the tour price
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7- 14 days	70% of the tour price
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Less than 2 days	100% of the tour price
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IMPORTANT:

SAFARI BOOKING POSTPONEMENT/CANCELLATION TERMS SPECIFIC TO COVID-19 PANDEMIC:

Bookings confirmed and secured with a deposit but affected by official COVID-19 related travel bans/restrictions will be eligible to postpone travel arrangements for travel within two **years (24 months)** of the original date at no extra cost. Heritage of African Jungles Tours and Travel will hold credit to the value of their booking until they reconfirm.

Safari booking postponement shall be governed by the below terms:

1. Changes to existing bookings must be communicated Heritage of African Jungles tours and Travel up to a minimum **14 days** prior to safari starting date.
2. Bookings shall be rebooked for similar period/season of year previously booked for (Example High, Low & Peak seasons)
3. In case of season / period rebooking variation, price difference between the respective seasons shall be added/reduced
4. In cases of safari rebooking, accommodation shall be provided in the originally confirmed accommodations or a superior version

***Due to the global COVID-19 pandemic our guest refunds (specific to the COVID-19 cases) shall be done within 60 days upon receipt of cancellation for the safari.**

(Please note that this can however be reviewed as the situation unfolds)

Travel Insurance: All Participants are recommended to take out both cancellations insurance AND travel insurance. If you decide to not do that, you will accept the financial risk in case of cancellations. There is a big difference between these travel and cancellation insurances, and what they cover. This insurance intends to cover medical expenses, financial default of travel suppliers, and other losses incurred while traveling, either within one's own country, or internationally. Temporary travel insurance can be arranged at any time before departure on your trip, to cover exactly the duration of that trip, or a "multi-trip" policy can cover an unlimited number of trips within a set time frame. Please check which amount your insurance covers when it comes to damage or theft of for instance your camera equipment/laptop. In case it is not enough, we recommend taking out additional insurance to cover your valuables.

Cancellation Insurance: This insurance covers the damage you suffer by circumstances beyond your control, resulting in you having to cancel the trip beforehand or having to break it off before it ended. Possible examples are a broken leg that is preventing you from traveling, or the death of a family member. The circumstances for canceling a trip are never good hence taking cancellation insurance at least avoids you having a financial loss on top of this. It is possible to book cancellation insurance in that case, if anything happens to you or your family and you need to cancel, you will be able to claim the amount paid by you at the insurance company. The most pressing reasons for not being able to travel are usually covered by cancellation insurance.

Cancellation by the Company: The Company reserves the right to cancel a tour in any circumstances but will not cancel a tour less than 45 days before departure, except for Force Majeure, Low Bookings or the Client's failure to pay the final balance. Unless the Client fails to pay the final balance, the Company will, upon cancellation, return all monies paid excluding payment for travel insurance or offer an alternative tour of comparable standard.

Substitution of Client: If any number of the Party is prevented from travelling it may be possible to transfer the booking to another suitable person provided that written notice is given at least 30-60 days prior to departure. An administration fee will be charged plus any additional costs that are imposed on the Company.

Local Laws: All participants in tours operated by the Company are expected to obey the laws and regulations of the countries visited and any failure to do so will relieve the Company of all obligations that it may otherwise have under the Contract.

Behavior: It is the Clients' responsibility to ensure that he and the members of his Party do not behave in a way which causes offence or danger to others or which risks damage to property belonging to others. In such circumstances all suppliers (e.g. hotel managers) and the Company have the right to terminate arrangements made on the Clients' behalf, in which case the Company's responsibility to the Client ceases immediately. Therefore, the Company will not be liable for any refunds, payment of compensation. Or reimbursement of any cost or expenses incurred as a result. Further, the Client will be liable to reimburse the Company for any expenses whatsoever that it incurs as a result of such behavior.

Visit local markets: After you measured the pulse of modern Kenyan market, take a look at the traditional one by exploring some of the traditional markets in and out of Nairobi. Notably, with traders coming traders from all over the country you might score some great deals. We have our professional guides to take you through this.

MISCELLANEOUS TRAVEL TIPS:

- i. Carry extra photocopies of your passport (separate from the passport).
- ii. Do not pack medicines, money or other valuables in your check-in suitcase. Always pack these items in your carry-on bag.
- iii. Make a photocopy of the credit cards that you take along.
- iv. If possible, reconfirm your return flight before departure from Africa. This will also alert you to any flight time changes.
- v. Check that luggage stickers' tags on by the airline show the proper cities and final destination.
- vi. Obtain foreign exchange currency when you arrive in Africa. Save the exchange receipt you receive
- vii. In case you want to change any funds back to USD.
- viii. DO NOT LEAVE LUGGAGE UNATTENDED ANYWHERE! Do not travel without health insurance.

GUEST NAME:

ON BEHALF OF HERITAGE OF AFRICAN JUNGLES TOURS & TRAVEL LTD

TRAVEL DATE:

NAME:

