

OUR TERMS OF SERVICE

Please take time to read the following terms and conditions of our services. Please note that confirming a safari with Voyager African Safaris implicates that you have read, fully understood and accepted the terms and conditions described below. If you have any questions, don't hesitate to contact us!

GENERAL

Voyager African Safaris Limited (the company) is a ground tour operator, who organizes safaris in Africa. In these terms and conditions, "**you**" means all persons named on the booking (including anyone who is added or substituted at a later date) and "**we**" and "**us**" means **Voyager African Safaris**.

These terms are amended from time to time due to changing circumstances; the terms at the time of booking are the terms that are valid. Conditions in Africa are not the same as those in developed countries and standards of service, medical facilities, safety and security may often be lower than those in your home countries. Please note that it is the laws and regulations of the country in which services are provided which apply to your holiday arrangements and not those of your home country.

BOOKINGS

All information given in the itinerary to our clients is to the best of **Voyager African Safaris'** knowledge and based on the latest information available. **Voyager African Safaris** cannot be liable for modified information from third parties after the moment of sending, nor for any obvious typing errors.

To reserve flights, Mountain Trekking and gorilla permits we need your full names as they appear in your passport, your nationality and passport number.

Upon confirmation of the safari, the client must inform us of any preferences and special requests of the participants; e.g. medical needs, diet, requirements relating to disabilities and any other requirements. We shall meet the requests if possible.

All packages are subject to availability and not guaranteed until confirmed. Many accommodations offered by us have limited capacity and therefore it is essential to make reservations well in advance.

In the event that you wish to amend your reservation in any way, we shall verify the level of realization of the preferred adjustment and confirm accordingly. We reserve the right to charge an amendment fee on top of the actual costs, which will be added to the total invoice.

We reserve the right to change and re-adjust the tour schedule, transportation, accommodation and services indicated in the itinerary in the event of unforeseen circumstances before arrival. However we shall endeavour to notify you in advance.

PRICES

The prices quoted for the various safaris are as per the itinerary and include the following services, unless stated differently: overnight (in hotels, guesthouses, tents or lodges), all meals as indicated, sightseeing as noted in the itinerary, park entrance fees and ranger fees, airport transfers (where applicable), ground transportation, English speaking driver/guides and the activities stated in the itinerary

Expenses that are not covered includes: international and domestic air fares, visa and passports, meals not mentioned in the itinerary, tips and gratuities, other items of personal nature, souvenirs and personal insurance.

Prices on the website or quoted to our clients are subject to change without notice and are not guaranteed until confirmed.

We reserve the right to adjust the price at any time should there be any fluctuation in the exchange rate or increase in the cost of any proportion of the tour, though the company will make every effort to minimize the increase.

EXECUTION OF TOURS

No guarantees can be given for game viewing as it is a privilege to see animals in their natural habitat. You must take caution when viewing the animals and follow up on the instructions given by either the **tour guide** or **park rangers**.

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

Accommodation is based on a twin or double bedded room or tent, with private bathroom where possible. Single rooms may be available with the payment of a supplement fee but cannot always be guaranteed.

We reserve the right to substitute equivalent or superior hotels. If a hotel of equivalent standard is not available we may substitute the next best quality hotel or suggest a superior at an extra charge.

The mode of transport utilized will be dependent on the number of guests/persons participating in the safari and the route taken based on the specifications of the chosen itinerary. Every effort is made to ensure that vehicles are provided in a roadworthy condition but no liability can be accepted for a puncture, breakdown, damage, or any delay as a result of the poor road conditions.

Experienced English speaking driver/guides are provided, who will be the only persons allowed to drive our vehicles. The driver's decision on all matters, such as the route taken, is final.

We reserve the right to alter any route or arrangement, to cancel the operation of any scheduled tour or vary the safari services in any way in the event of unforeseen circumstances, such as road closures, bad weather, problems with national parks or hotels and security considerations. In such cases alternative arrangements will be made as circumstances permit.

We reserve the right to employ subcontractors to carry out all or part of the services agreed to be supplied.

The right will be retained to refuse any person from participating 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 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 we shall not be liable for expenses incurred as a result of the termination.

PAYMENT

All tours will be booked and confirmed only after receiving a 50% deposit of the basic program rate. In case of gorilla permits and Mountain climbing permits a full advance payment of the permit fee is required.

The balance is due no later than 30 days prior to the safari, unless agreed differently.

Bookings made within 30 days before arrival must be fully paid at the time of confirmation.

If payment is not received in accordance with the above, we have the right to cancel the booking.

Payment can be made by bank transfer or received in cash, in any way before the start of the safari. Regretfully we don't accept Traveller cheques as of now.

The costs of international transactions (or 5% service charge in case of credit card payment) are to be fully paid by the client.

OUR BANK DETAILS:

UNITED BANK OF AFRICA (U) LIMITED – SPEAR HOUSE (Jinja Road)

VOYAGER AFRICAN SAFARIS LIMITED

Account Number: UGX 0103009474

USD 0113006326

CANCELLATIONS AND REFUNDS

All cancellation requests must be made in writing and shall be effective on the date of actual receipt by **Voyager African Safaris Ltd.**

The following cancellation charges apply to the basic program rate:

60 days or more prior to arrival	full refund
59 – 30 days prior to arrival	25% charge
29 – 15 days prior to arrival	50% charge
14 – 7 days prior to arrival	75% charge
6 days or less prior to arrival	100% charge

We reserve the right to deduct all expenses incurred from money paid.

***Gorilla permits, mountaineering permit and air tickets are 100% non-refundable.** However Uganda Wildlife Authority has its policy guiding the gorilla permits, and mountaineering and this can be followed in the event of cancellations.

No refunds will be made for any unused services, late arrival or no-show of any of the members of the tour.

COMPLAINTS

We shall try to ensure that our company exceeds the expectations in every area of the tour arrangements. However, suggestions are very much appreciated in order to keep improving the quality of the service.

Complaints must be reported immediately to our representative and to the supplier of the service in question, who will do their best to resolve the matter. If the problem is not solved to the client's satisfaction the complaint should be reported in written form and not later than **30 days** after completion of the tour.

Liability for any complaints not notified in accordance with the above described procedure cannot be accepted.

LIABILITY

We shall make every effort to ensure that all arrangements and services connected to the safari will be carried out as specified in the most efficient and effective way possible. However, the company does not have direct control of the provision of services by suppliers and, whilst every supplier is chosen with the utmost care, we do not accept liability for errors or omissions of such suppliers.

Whilst every care and precautions are taken to minimize loss, damage or injury of any nature whatsoever whether to person or property, **Voyager African Safaris** cannot be held responsible for injury to persons or for the direct or indirect costs of loss or damage to baggage or personal possessions

We cannot accept liability or pay compensation for unforeseen circumstances beyond the control of the company or its staff, including flight delays/cancellations or force majeure such as war or threat of war, riots, civil disturbances, terrorist acts, border closure, acts of government or other authorities, 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 beyond the company's control.

It is our responsibility to ensure that all members of the tour have the appropriate passports, visas, travel permits, health certificates and other documentation required for the safari.

It is the responsibility of the clients 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 Africa. IM Global offers very competitive packages that cover all kinds of travel related emergencies and evacuation while out on safari with us. For more details please click on our **travel insurance link at www.discoverafrica.co.ug**

The respective laws of the country govern **Voyager African Safaris** 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.

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