

Please take time to read the terms and conditions of *Weavers Basecamp East Africa Safaris*' services. Confirming a safari with us assumes that you have read fully understood and accepted the terms and conditions described below.

1. GENERAL

1(a) Definitions: "**You**" as used in the terms and conditions of *Weavers Basecamp east Africa Safaris* mean the person(s) named on the booking while **us/we/our** means Weavers

1(b) These terms and conditions may be revised from time to time depending on the prevailing circumstances, however, the terms signed at the time of booking are the valid terms.

1(c) Note that 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.

1(d) Conditions in Africa may not be 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.

2. OUR TOUR PRICES

2(a) The price quotes are inclusive of all transportation as per the itinerary, fuel, park entrance fees, meals and accommodation stated in the itinerary, permits where applicable, driver's expenses and third party insurance for the vehicle.

2(b) We do not pay for traveler's insurance (which should be purchased individually if required), local airport departure tax, visa fees, tips, soft drinks and alcoholic beverages, telephone calls, laundry and other personal expenses, some of the cost can be paid at the hotels.

2(c) The price of your chosen holiday will be confirmed at the time of booking. We reserve the right to correct errors in both advertised and confirmed prices and will do so as soon as we become aware of any such error.

2(d) If you are required to pay more than 10% (ten percent) of the original holiday price, you will be entitled to cancel your holiday with the full refund of all the money paid to us except fees paid for gorilla/chimpanzee permits.

2(e) Should you decide to cancel under these provisions, you must exercise your right to do so within 14 (fourteen) days of notification to you of the surcharge.

2(f) Prices on the website or quoted to our clients are subject to change without notice and are not guaranteed until confirmed in writing.

2(g) We reserve the right to adjust prices at any time should there be any fluctuation in the exchange rate or increase in the cost of any element of the tour. The company will however make every effort to minimize any increases.

3. BOOKINGS

3(a) All information detailed in client itineraries is given to the best of our knowledge and based on the latest information available of **Weavers Basecamp East Africa Safaris** cannot be liable for modified information from third parties, nor for any obvious typing errors.

3(b) To reserve gorilla/chimpanzee permits we need: your full names as they appear in passport, your nationality and passport number.

3(c) Before confirming a safari, the client must inform of **Weavers Basecamp East Africa Safaris** of any preferences and special requests of the participants, e.g. medical needs, diet, requirements relating to disabilities and any other requirements. We will meet the requests if possible.

3(d) All packages are subject to availability and not guaranteed until confirmed.

3(e) In the event that you wish to change your reservation in any way, we will make the preferred adjustment where possible and confirm accordingly. **Weavers Basecamp East Africa Safaris** reserves the right to charge an amendment fee relative to the actual costs, which will be added to the total invoice.

3(f) **Weavers Basecamp East Africa Safaris** 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 before arrival. Any changes to the itinerary will be communicated to the client as soon as possible.

4. DURING THE TOUR

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

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

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

4(d) The mode of transport used will depend on the number of clients 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.

4(e) Experienced English-speaking driver/guides are a key part of your tour. The driver's decision on all matters, such as the route taken, is final.

4(f) 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.

5. PAYMENTS

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

5(b) The payment balance is due no later than 42 days prior to the safari, unless agreed otherwise.

5(c) Bookings made within 42 days before arrival must be paid in full at the time of confirmation.

5(d) If payment is not received in accordance with the above, **Weavers Basecamp east Africa Safaris** has the right to cancel the booking.

5(e) Payment can be made bank/money transfer or cash, before the start of the safari. Regretfully, traveler Cheques are no longer accepted.

5(f) The costs of international transactions are to be fully paid by the client.

6. CANCELLING BOOKING

6(a) All cancellation requests must be made in writing and shall be effective on the date of actual receipt by of **Weavers Basecamp East Africa Safaris**

6(b) The following cancellation charges apply to the basic program rate:

60 days or more prior to arrival	10% charge
59 – 32 days prior to arrival	25% charge
31 – 8 days prior to arrival	50% charge
7 – 3 days prior to arrival	75% charge
48 hours or less prior to arrival	100% charge

Weavers Basecamp east Africa Safaris reserves the right to deduct all expenses incurred from money paid.

6(c) Gorilla/chimpanzee permits are 100% non-refundable.

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

7. COMPLAINTS

7(a) We shall try to ensure that the 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.

7(b) Complaints must be reported immediately to the **Weavers Basecamp east Africa Safaris** 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 writing and not later than 30 days after completion of the tour.

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

8. LIABILITY

8(a) **Weavers Basecamp east Africa Safaris** will make every effort to ensure that all arrangements and services offered as part of the safari are carried out as specified in the most efficient 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.

8(b) We shall not be liable for any loss, damage, or injury of any nature whatsoever whether to person or property.

8(c) Whilst every care is taken **Weavers Basecamp east Africa Safaris** cannot be held responsible for the direct or indirect costs of loss or damage to baggage or personal possessions.

8(d) **Weavers Basecamp East Africa Safaris** 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.

8(e) It is the responsibility of the travel agency/wholesaler to ensure that all members of the tour have the appropriate passports, visas, travel permits, health certificates and other documentation required for the safari.

8(f) It is the responsibility of the clients to take proper medical and practical precautions regarding health and safety. Medical advice should be sought well before travelling.

8(g) You are strongly advised to obtain comprehensive travel insurance before coming to East Africa.

8(h) The respective laws of the country govern **Weavers Basecamp East Africa Safari's** 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.