



WILDERNESS TRIPS LTD
Tel: +256 (0) 779 204 374
Website: www.wildernesstripsltd.com
Email: info@wildernesstripsltd.com

WILDERNESS TRIPS LTD TERMS AND CONDITIONS

Your contract with Wilderness Trips Ltd. is based on the following booking conditions. They spell out our individual rights and obligations, so please read them carefully. We have the right to assume that, by asking us to confirm your reservation, you and everyone else listed on the reservation have had a chance to read and accept these booking terms. The holiday arrangements that you book with us and that we agree to make, provide, or perform (as appropriate) under the terms of our contract with you are the only ones that are covered by these booking conditions. Unless otherwise specified, references in these booking conditions to "holiday," "booking," "contract," "package," "tour," or "arrangements" refer to such vacation arrangements. The terms of this reservation apply to everyone listed on the reservation, including anyone who is added or substituted at a later date

WILDERNESS TRIPS LTD BOOKING POLICY

- You must fill out our booking form in order to make a reservation. The first person listed on the reservation (the "party leader") must sign this (or check the appropriate box if making an online reservation). All parties specified on the booking, as well as any party members who are minors at the time of the booking and are under the age of 18, must provide their consent for the party leader to make the reservation on the basis of these reservation terms. The party leader certifies that they have the right to act on behalf of everyone listed on the booking by signing the booking form.
- If any information on the confirmation or any other document seems to be wrong or incomplete, contact us right away. Depending on the availability of your preferred arrangements, it might not be able to make modifications after seven days. If it is possible, we will try our best to fix any error that is reported to us outside of this time frame.
- In regard to your reservation, we will contact you by email. As a result, you need to regularly check your email. If we are unable to reach you by email for any reason, we may additionally reach out to you by phone and/or postal. Any acknowledgement of your online reservation request that we provide you does not constitute a booking confirmation. This will come in the form of a confirmation invoice on email once a booking has been confirmed.
- The booking form must then be completed and signed before being sent to us with the payment mentioned in clause.



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2 WILDERNESS TRIPS LTD PAYMENT POLICY

- In order to confirm your chosen tour, we will require at the time of confirmation of a booking a deposit of up to 30% of the total tour cost for a tailor-made trips plus the full amount due for gorilla/chimp permits if trekking is involved in your itinerary. Please note that depending on your chosen arrangements the required deposit may be different. If it is different, we will advise you accordingly at the time of booking. In addition some tours may require further interim payments.
- We must receive the balance of the tour cost not less than 90 days prior to departure and in some cases significantly earlier. This exact date will be shown on your confirmation invoice. Reminders will be sent out to you on email. If we do not receive all payments due (including any surcharge where applicable) in full and on time and no communication from you after follow up emails we are entitled to assume that you wish to cancel your booking. In this case, we will refer to our cancellation policy. If you decide to postpone your trip and re-book new dates this possibility will be highly dependent on the time, which was left to the start date of your safari. Please note that any new additional costs that will arise out of re-booking the trip will be borne by the guest.
- In the case of international payments you should ensure that the full invoice amount, is received by us after all bank charges have been levied.

3. WILDERNESS TRIPS CANCELLATION POLICY

Should you or any member of your party need to cancel your holiday once you have received your booking receipt or booking confirmation invoice, the party leader must immediately advise us in writing. Your notice of cancellation will only be effective when it has been confirmed that it has been received by us in writing. As we incur costs from the time we confirm your booking, the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling excluding amendment charges. Gorilla permits and chimpanzee permits are not refundable in the event of cancellation.

Period before departure within which written notification of cancellation is received by us and cancellation charge per person cancelling is effected.

- Period or time between 90 to 60 days OR 3 to 2 Months prior to departure - 30% of deposited amount is charged and 70% will be refunded to the client



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- Period or time between 60 - 30 days OR 3 to 2 Months OR before departure - 50% of tour cost paid is charged and 50% is refunded to the client
- Period or time, Less than 30 days OR less than 1 Month before start of trip - 100% of tour cost is charged and client gets no refund.
- On private bookings where any cancellation reduces the number of full paying party members below the number on which the price, number of free places and/ or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you accordingly.

FORCE MAJEURE:

- Except as otherwise expressly provided in these booking conditions, we regret that we are unable to accept responsibility or make any restitution when "force majeure" prevents or interferes with our ability to perform our obligations under the terms of our contract with you, or when you experience other types of damage, loss, or expense of any kind. In these booking terms, "force majeure" refers to any occurrence that neither we nor the service provider in question could have anticipated or avoided, even with the utmost care. Such catastrophes may include, but are not limited to, war, riots, civil unrest, terrorist activity, epidemics/pandemics, industrial disagreement, natural or nuclear disaster, unfavorable weather conditions, fire, and other comparable events that are beyond our control, whether they are actual or threatened.

COMPLAINTS:

- In the unlikely event that you have any cause for complaint or encounter any issues with your vacation while you are away, you must notify your safari guide right away, and he or she will get in touch with our home office. We will let the supplier know about the problem at hand. You will be given a direct line to our tour manager, who will be in control of your trip, at the start of your journey. The majority of issues can be resolved quickly. However, if you're still not happy, you must inform us in writing within 14 days of the tour's end date, including your booking reference and a detailed description of your complaint.



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EXTRA EXCURSIONS/ACTIVITIES BOOKED WHILE ON YOUR TRIP

- Before your departure and/or while you are on your tour, we may give you information about the activities and excursions that are offered in the region you are visiting. We don't participate in any of these activities or outings that aren't in any manner managed, overseen, controlled, or endorsed by us. They are offered by regional businesses or other outside sources that are unaffiliated with us. Due to the fact that our booking restrictions will not apply to such activities or excursions, we are unable to accept any obligation on any basis. Since these services are not offered by us and are not, therefore, within our control, we are unable to guarantee the correctness of the information provided in respect to such activities or excursions.

DOCUMENTATION/WEBSITE/IMAGES/ADVERTISING & PROMOTIONAL MATERIAL.

- On rare occasions, we might publish photos and videos from our excursions on our website and in our social media feeds (Facebook and Instagram), among other places. Please let us know if you do not want any photos or videos of you or your traveling companions to be used.

COVID-19 AND OTHER INFECTIOUS DISEASES:

In the following situations, we will not be liable for any refunds, compensation, costs, expenses, or other losses of any kind incurred by you (including, as applicable, the cost of medical treatment, cancellation of your vacation, missed transportation arrangements, and required additional lodging

- You have tested positive for Covid-19 or have received a diagnosis of any other infectious condition before to departure, making it impossible for you to travel and/or necessitating self-isolation. You must self-isolate if, after leaving and while on vacation, you test positive for Covid-19, are identified as having any other infectious disease, or have come into contact with someone who has tested positive for Covid-19 or been identified as having any other infectious disease.
- Or you refuse to submit to testing or assessment when required to do so and as a result, you are denied boarding, denied entry to the destination, or otherwise denied access to any of your travel arrangements. This can happen if you fail any tests, checks, or other measures imposed by a supplier, airline, port or airport, border control authority, or any other government body or local authority. This includes any prerequisites for having received all recommended immunizations (including any and all booster shots), and for



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those vaccinations to be current, valid, and recognized by the country or countries you are traveling to.

- You might also need to undergo a specific Covid-19 test and provide documentation of a negative result, recent recovery from Covid-19, or proof that you have received all recommended vaccinations (including any and all boosters), and that your vaccination record is valid, up-to-date, and recognized by the relevant authority, supplier, destination, etc. If you don't meet any mandatory Covid-19 admission requirements, we won't be responsible for any associated costs, fees, fines, or penalties. It is your obligation to confirm the requirements for entrance into the place or destinations you are visiting.
- You might also be required to fill out and submit additional travel documentation in advance, including information about any locations you have recently traveled through or visited, as well as whether you have recently been diagnosed with Covid-19 or another infectious disease (or diseases), or have come into contact with anyone who has. You risk being refused boarding and entry to your trip destination(s) if you don't complete and/or present the following when asked to do so or if you don't pass any health exams.
- If you fail any health checks or have not complied with the criteria, we are not accountable for any costs, fees, or charges you may pay. We also do not accept responsibility if you are unable to travel. Any Covid-19 tests you are needed to take prior to, during, or after your vacation will be at your expense. Each country's entry criteria are likely to be different, and they might alter before your departure. It is crucial that you stay current on the admission regulations that are in force for your intended vacation destination(s)
- It is ultimately your responsibility to be aware of and regularly check for the most recent information up until the point of departure. Wherever possible, we will let you know in advance of any entry requirements that apply to your travel destination(s) and will try to notify you immediately if any of the entry requirements change before your departure date.
- Each nation has established its own health and safety precautions in an effort to stop the spread of the disease in response to the worldwide Covid-19 outbreak. Following municipal or federal government recommendations, specific organizers and suppliers have also implemented their own health and safety procedures. It is your responsibility to familiarize yourself with and abide by the regulations in the nations you are traveling to or through during your vacation. It is essential that you and any members of your party comply with and respect any local and national health and safety measures throughout the duration of your holiday.
- Regarding group departures We reserve the right to ask someone to quit a group trip at any moment if their health puts the rest of the group at serious risk. If you leave the tour and end up needing lodging or other expenses, such expenses are entirely your own. If



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your tour is shortened for this reason, we are not obligated to reimburse you for any expenditures unless we are successful in getting reimbursement from our suppliers.