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GROUP JOINING TERMS & CONDITIONS

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Kiboko Tours and Travel Limited, hereinafter called 'The Company', is a registered company in Kenya with registration number CPR/2015/207280. These booking conditions form the basis of the legally binding contract between you and The Company and contain important information. Please make sure you have read and understood these conditions before you pay a deposit and confirm your booking.

PRICES

Prices are quoted in United States Dollars (USD). The Company reserves the right to adjust prices due to factors outside our control, such as fuel costs, foreign currency exchange rates, taxes and other costs on which prices are based. Such adjustments may be made at any time before we have received full payment. In the case that your total tour price has changed more than 15% in your disfavour due to a price adjustment as above, you will have the right to cancel your booking with a full refund.

It is a condition of booking that you accept the above arrangements concerning possible price fluctuations.

Prices are based on per person sharing in a twin/double room unless otherwise specified.

TRAVELLING WITH CHILDREN

With regard to accommodation, a child below 3 years sharing a room with two paying adults stays free, but an extra bed may not be supplied and the child is expected to share an adult's bed. A child aged 4–11 years sharing a room with an adult(s) is required to pay 50% of one adult. When children stay in a room without an adult, 75% of the adult charge will apply. Children aged 12 years and above pay the full adult rate.

NOT INCLUDED IN YOUR TOUR COST

Unless otherwise indicated, the following costs are not included in your tour price: airfares, visas, passport costs, travel insurance, vaccinations and medical expenses, discretionary tipping or gratuities to leaders and guides, excess baggage, airport taxes, laundry, drinks, meals not described in the itinerary, optional activities and trips, and any items of a personal nature.

BOOKING

On the date The Company has received your booking deposit as outlined below, you acknowledge that you have read and understood these booking conditions, and that you have entered into a legally binding contract with The Company.

Custom-made vacations. We have developed exciting itineraries of various lengths and travel styles on our website. However, if you don't see just what you're looking for, please contact us and we'll be happy to create a bespoke itinerary to suit your own travel style, interests and budget.

PAYMENT POLICY

A **30% deposit is payable on confirmation of booking** and the **balance on arrival**, by card (we can send you a secure online payment link) or in cash. If you pay in cash, notes must be issued in 2009 or later; older series notes, torn, marked or dirty bills cannot be accepted. Bookings not secured by the appropriate deposit will be released automatically and without prior notification.

Any dispute regarding an invoice must be received by the Kiboko Tours and Travel Limited accounts department within 4 days of invoicing, and only the amount in dispute may be deducted from the invoice and payment due.

AMENDMENTS

Any amendment requests to confirmed elements of a booking are subject to charges levied by our suppliers.

CANCELLATIONS BY YOU

If you wish to cancel all or part of your booking with us, you will need to notify us in writing. You may **change your departure date free of charge up to 30 days before travel**. Deposits are **transferable to any other departure within 12 months**. Cancellations closer to departure may be subject to charges as set out here:

- **More than 70 days prior to departure** – loss of 50% of the deposit.
- **From 70 to 30 days prior to departure** – loss of up to 75% of the deposit.
- **Less than 30 days prior to departure** – loss of up to 100% of the total cost.

CANCELLATION BY THE COMPANY

The Company reserves the right to cancel the planned trip up to 30 days before departure if the minimum number of participants has not been achieved. Any payment already received from the contracting party will be paid back by The Company if you are not in agreement with an alternative trip offered by The Company.

The Company has the right, in the case of force majeure (e.g. war, uprising, natural disasters, abnormal or exceptional weather, legal stipulations of the local or regional authorities and other 'acts of God'), to

cancel the trip. The Company may not be held liable for any claims made due to force majeure. If situations of force majeure occur before the departure date, The Company will refund you the price already paid. If situations of force majeure occur during the trip, The Company or its representatives will try to offer an alternative programme. If this should prove impossible, either The Company, its representative or yourself are entitled to cancel the trip. In such a case, The Company will not be held financially liable.

If The Company, by virtue of the provisions above, cancels the tour, only the equivalent of the billed price will be refunded. The Company is not liable for costs incurred by you in preparation for the tour, nor for reservations of travel components (such as, but not limited to, flights, hotels, connecting programmes and travel insurance) booked elsewhere in combination with the trip booked with The Company.

TRAVEL INSURANCE

It is strongly recommended that you have adequate travel insurance for participation in any of The Company's tours and/or expeditions. The travel insurance policy must cover any medical expenses following accident, injury and/or death, including any related to pre-existing medical conditions and/or disability; third party risk insurance; emergency repatriation (including evacuation by air where applicable); and personal liability. In case of a medical problem arising during the tour or expedition which results in costs for medical treatment, evacuation, use of aircraft or repatriation, the responsibility for payment of these costs lies solely with the passenger.

PASSPORT & VISAS

It is your responsibility to carry a valid passport at all times, as well as to obtain the relevant visas and/or travel permits applicable for your tour or expedition. Please ensure that your passport is valid for 6 months beyond the duration of your holiday.

HEALTH & FITNESS

It is your responsibility to familiarise yourself with the applicable health and vaccination requirements. It is also your responsibility to inform The Company of any pre-existing medical conditions and/or disability that could reasonably be expected to affect the normal conduct of the tour, as well as the enjoyment of other trip members.

If no such information has been given, The Company will consider this as confirmation that the passenger is fit to undertake the booked trip.

PRIVACY & PUBLICITY

In order to supply services to you, The Company needs to collect certain personal details from you. This information will be disclosed to our suppliers and representatives for the purpose of organising and operating your tour or expedition, but will not be used for any other purpose or disclosed to any other

third party.

COMPLAINTS

Every effort will be made to provide you with the best holiday possible. Should you, for any reason, not be satisfied with the services provided during your stay, please inform our tour guide or a member of our staff so that the situation can be rectified immediately. If you do not bring the complaint to our attention within 24 hours of the problem occurring and give us the opportunity to put things right, we will not be held responsible for the problem. Thank you for your co-operation!