

## **TERMS & CONDITIONS**

### **TOUR BOOKING TERMS & CONDITIONS**

1. All bookings must be made in writing through email
2. A 50% deposit shall be required at confirmation of the tour
3. If a booking is made 45 days before commencement of tour; full payment shall be required upon confirmation of services
4. Full payment to be made to WildEarth Adventures no later than 30 days from the date of commencement or tour arrangements
5. WildEarth Adventures reserves the right to cancel any booking without notice of the due date upon request. We will re-quote the tour and any surcharge collected.
6. Upon receipt of payment, WildEarth Adventures shall provide services at the quoted price
7. Please request for a rate of exchange should you wish to pay in a different currency other than that of the invoice

### **CANCELLATION AND AMENDMENTS**

All bookings and amendments must be sent to WildEarth Adventures in writing via email, in which case a fee shall be charged, notwithstanding the fact that WildEarth Adventures reserves the right to determine when such cancellation or amendment is received, owing to factors like or similar to communication delays or shortfalls.



1. If a cancellation notice is received by WildEarth Adventures within the time of booking and 40 days before the commencement of a tour, a cancellation fee of 30% will be charged.
2. If a cancellation notice is received by WildEarth Adventures within 39 to 20 days before the commencement of a tour, a cancellation of 50% will be charged.
3. If a cancellation notice is received by WildEarth Adventures within 19 to 7 days before the commencement of a tour, a cancellation of 75% will be charged.
4. If a cancellation notice is received by WildEarth Adventures within 6 days before the commencement of a tour, a cancellation of 100% will be charged.
5. Tailor-made tours may be subject to alternative cancellation terms, which will be communicated to applicable Clients at the time of booking.

WildEarth Adventures will utilize any deposits submitted to pay for such cancellation charges and will refund the client all unused payments.

It should be understood that during a certain period of travel (PEAK SEASON) we may not adhere to cancellation policies as stipulated above due to making FULL payments to various hotels and lodges and as such cancellation during this time is 100%



Any intention to cancel a confirmed tour, we must receive information in writing and the company shall apply any cancellation policies as applicable. There are no refunds for unused portions of the program, and refunds will not be made to clients who do not complete the tour for any reason whatsoever.

In the event that the client requests for an amendment for a tour, WildEarth Adventures will endeavor to make such alterations with minimum or no penalties, however, the client will at all times be liable to any unavoidable subsequent amendment charges.

## **ACCOMMODATION**

WildEarth Adventures does not guarantee the availability of rooms even in cases where such provisions have been requested.

Whilst WildEarth Adventures will always endeavour to ensure that clients stay in hotels, lodges or camps as requested and confirmed, it reserves the right to alter such facilities, in its opinion with similar ones. WildEarth Adventures also reserves the right to change any route or arrangements should conditions so necessitate, to offer substitutes of equal value, or to cancel the operation of any scheduled tour. The right is also reserved to decline to accept or retain any person as a member on tours at any given time, in which event an equitable amount will be refunded.




WildEarth Adventures will not accept any liability or responsibility if the client declines to accept any such optional arrangement offered, in all cases which WildEarth Adventures to be out of their control.


## **TRANSPORTATION**


WildEarth Adventures shall provide safaris in tour land cruisers and other vehicles, aircraft or coaches, as it considers necessary to transport clients at the discretion from time to time and reserves the right to outsource such transportation as may be necessary.

## **TRAVEL DOCUMENTATION**

All participants should hold valid passports and visas required for their itinerary. It is your responsibility to fulfill the passport, visa and any other immigration requirements applicable to your itinerary. We do not accept any responsibility if your participants are unable to travel due to non-compliance with any such requirements.

 +254 742 680 984

 [www.wildearthadventures.co.ke](http://www.wildearthadventures.co.ke)

 [reservations@wildearthadventures.co.ke](mailto:reservations@wildearthadventures.co.ke)