

## **Terms & Conditions Entugga Adventure Safaris**

### **1. Liability**

Please note that your booking is accepted on the understanding that you come on the holiday entirely on your own risk due to the fact that there are certain inherent dangers involved with adventure travel. We assume no responsibility whatsoever for any event over which we have no control.

Entugga Adventure Safaris purchases transportation, hotel accommodations, restaurant services and other services from various independent suppliers that are not subject to its control.

Entugga Adventure Safaris cannot therefore be liable for any death, personal injury, personal illness, loss or damage to a person or property or other loss that may occur due to any act or omission of any such supplier, or by reason of any other event over which it has no control. Each of these companies are independent corporations with their own management and is not subject to the control of Entugga Adventures.

Entugga Adventure Safaris is not responsible for acts of nature, fire, acts of governments or other authorities, wars, civil disturbances, riots, terrorist acts, strikes, thefts, pilferage, epidemics, quarantines, dangers, incidents to sea, land and air travel, and other similar acts or incidents beyond its ability to control.

**ENTUGGA ADVENTURE SAFARIS** is a local tour operator, a company registered in Uganda and is legally established to run

The following terms: client, traveler, participant, visitor, member, travel volunteer and traveler all refer to you, as the guest

### **2. Medical Information and Insurance**

Participation on a safari or tour to Africa requires that you be in generally good health. All guests must understand that while a high level of fitness is not required, a measure of physical activity is involved in all African safaris and tours.

It is a requirement when booking your holiday with Entugga Adventure Safaris specialists that you arrange personal travel insurance, which is valid and effective. Persons not fit for long trips due to any reasons are advised not to participate in such rigorous travel programs. Reasons like severe heart disease, chronic illness, physical handicap, advanced pregnancy or mental illness etc.

It is a condition of booking that the sole responsibility lies with the guest to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependents and traveling companions for the duration of their tour to Africa. This insurance should include coverage in respect of, but not limited to, the following eventualities: cancellation or curtailment of the safari, emergency evacuation expenses, medical expenses, repatriation expenses, damage, theft or loss of personal baggage, money and goods. Entugga Adventure Safaris specialists, including their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependents or travelling companions, with regards to, but not limited to, any of the above-mentioned eventualities.

Anti-malaria precautions should be taken, and these are the sole responsibility of the client. Any required inoculations must be recorded by the client's health practitioner on a valid vaccination certificate, which the client must carry in his/her possession throughout the tour. Entugga Adventure Safaris will not assume responsibility for the accuracy of any medical information. You should consult your doctor or pharmacist for up to date requirements and personal recommendations. By forwarding the tour deposit and/or the booking form to Entugga Adventure Safaris, the guest certifies that he/she does not knowingly have any physical or other conditions of disability that would create a risk for him/her or other tour participants.

### **3. Reservations and payment instructions**

The person making any booking with Entugga Adventure Safaris specialists., warrants that he or she has authority to enter into a contract on behalf of all other persons included in such a booking and in the event of the failure of any or all of the other persons so included to make payment, the person making the booking shall thereof assume personal liability for the total price of all bookings made by him/her.

Upon confirmation of your tour with us, you must email the booking form back to us, which confirms that you agree to our terms and conditions. Upon receipt of your booking filled, you must effect a payment in advance of 30% of the total tour/trip price [plus 100% for the gorilla permits fee in case the trip includes gorilla tracking with \$20 bank charge]. The balance of the trip/safari price is due not later than 30 days prior to trip departure. Unless on prior confirmation by management the balance (which must be not

more than 10%) of the price has to be paid on arrival in Uganda /Rwanda. The payment to our company account also confirms that you agree to our terms and conditions. Bookings made within 35 days before date of arrival must be 100% fully paid at the time of confirmation. If payment is not received in accordance with the above, with Entugga Adventure Safaris has the right to cancel the booking.

When sending payment by WIRE TRANSFER, it must be sent at least before 30 days prior to start of trip. All prices are quoted in US \$dollars and/or Euros €.

Payments made Online using VISA/MASTERCARD are charged 4 % of the total amount to be sent

We accept Bitcoins as a medium of payment and we are lovers of block chain Technology.

In case this is the choice of payment by the client then the exact amounts should be sent to our bitcoin address and a transaction screen short and proof from the sender has to be forwarded to Entugga Adventure Safaris for verification. Remember you can always verify your transaction through

#### **4. Payments methods Accepted.**

- Wire Transfer
- Online VISA/MASTERCARD plus 4.0% charge of the total amount
- Cash payment ONLY for onsite optional tour activities
- Bitcoins

#### **5. Currency fluctuation**

In order to keep our tour rates as low as possible, we do not build into the price an allowance to cover possible increases from currency fluctuations. Therefore, as currencies do fluctuate constantly around the world, it may be necessary for us to raise the tour cost, at any time before final payment, if there is exceptional cost increases beyond our control. An increase in the tour price shall not be sufficient grounds for any refund of fees already paid for the tour.

#### **6. Airfares and delays**

Please note that Entugga Adventure Safaris cannot be held liable for any delays or additional costs incurred as a result of airlines not running to schedule. Entugga Adventure Safaris is not responsible for any airline schedule or airfare changes, cancellations, overbooking or damage or loss of baggage and property. Any and all claims for any loss or injury suffered on any airline must be made directly with the airline involved and not with Entugga Adventure Safaris. Air schedule changes may necessitate additional nights being added to your tour. These schedule changes are beyond the control of Entugga Adventure Safaris and any resulting additional costs must be borne by the guest.

#### **7. Changes of itinerary and /or accommodations**

While we will do our very best to provide the holiday arrangements that have been confirmed, but it should be noted that the Entugga Adventure Safaris Specialists may be obliged to occasionally change routes and camps on safaris as dictated by changing conditions. Conditions may include; seasonal rainfall on bush tracks, airfields and in game areas, by game migrations from one region to another, or airline or other booking problems beyond control, etc. Entugga Adventure Safaris shall not be held responsible for such itinerary changes as discussed above. Entugga Adventure Safaris shall not be held responsible for a refund either in the whole or part, if any accommodation or excursion is unavailable and a reasonable alternative is found. If the guest is unable to use any service provided in the itinerary, then there are no refunds due.

Entugga Adventure Safaris reserves the right to change and/or re-adjust the travel plan/itinerary, transportation, accommodation and services indicated in the itinerary in the event of unforeseen circumstances before trip departure.

#### **8. Wild Animals**

Going on safari may take you into close contact with wild animals. Attacks by wild animals are rare, but no safari into the African wilderness can guarantee that this will not occur. Entugga Adventure Safaris cannot be held responsible for any injury or incident on the safari. Most of the safari camps are not fenced, so the wildlife does move freely in and around the camps. Always follow the safety instructions from the camp's staff and most importantly strictly follow you guides instructions he/she knows better with regards to moving to and from your tent, lodge or banda and while on game activities throughout your safari.

#### **9. Passports and Visa**

It is on the guest to ensure that passports and visas are valid for the countries they plan to visit. Entugga Specialists cannot be held liable for any visas and/or passports, which are invalid or not held by the guests, nor for the cost of any passports or visas.

## **10 Age limits**

Please consult with us for the specific age policies at the camps on your itinerary. If anyone misrepresents their age, our partners reserve the right to terminate the tour without refund. Entugga Adventure Safaris Cannot be held responsible for any refund in this situation. Entugga Adventure Safaris will not discriminate against any individual because of race, religion, sex, sexual preference or nationality.

## **11. Cancellation and refund**

11.1. Cancellations are only effective upon Entugga Adventure Safaris receipt of written notification, signed by the client.

The following cancellation fees will apply If cancellation is made;

– 89 – 60 days to trip date, 30% cancellation fee is applied/charged.

– 59 – 31 days to trip date, 40% cancellation fee is applied/charged

– 30 – 26 days to trip date, 70% cancellation fee is applied/charged

– 25 – 0 days to trip departure, No refund. The payment will be forfeited as it will have been used to make reservations for your trip.

11.2. Gorilla permits are 100% Nonrefundable as this is a direct policy from the Uganda Wildlife Authority / Rwanda Development Board (RDB).

11.3. Entugga Adventure Safaris shall not be held responsible for occurrences such as strikes, wars, acts of God, acts of government or any other cause whatsoever that may make operation of the tour impossible, illegal or inadvisable. 11.4. No refunds will be made for any unused services, late arrival or no-show of any of the members of the tour.

## **12. Complaints**

Entugga Adventure Safaris shall work to ensure that the company exceeds your 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 the Entugga Adventure 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 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

## **13. Change of Guide**

If a private guide is unable to lead a pre-scheduled safari due to illness, etc., Entugga Adventure Safaris and its partners reserve the right to substitute with another guide.

## **14. Not included: (varies by itinerary)**

Insurance to cover for cancellation and curtailment, medical, baggage, money, and emergency evacuation; beverages in certain areas; personal laundry at certain camps; gratuities to guides (Tips ), paddlers and to camp staff;

Any excursion not related to the safari; optional activities, optional meals in towns and cities.

## **15. Guest Representation and Consent**

The person making any booking with Entugga Adventure Safaris and, warrants that he or she has authority to enter into a contract on behalf of all other persons included in such a booking and in the event of the failure of any or all of the other persons so included to make payment, the person making the booking shall by his/her signature thereof assume personal liability for the total price of all bookings made by him/her.

The payment of the deposit or any other partial payment for a reservation on a tour constitutes consent by all guests covered by that payment to all provisions of the Terms and Conditions contained herein whether the guest has signed the booking form or not.

The terms, under which you agree to take these tours, cannot be changed or amended except in writing signed by an authorized representative of Entugga Adventure Safaris

#### **16. Responsibilities**

Trip members have certain responsibilities to Entugga Adventure Safaris and to other trip members: trip members are responsible for understanding the conditions implied in our Terms and Conditions and trip itinerary, and selecting a trip which is appropriate.

#### **17. Emails**

It sometimes happens that an e-mail does not reach us, as it gets lost on the internet somewhere. If you do not receive a reply within 2 days, we advise you to resend your e-mail we will this time get it and respond immediately.