

# Safari Terms & Conditions

## General Conditions

### 1. Reservations

A minimum payment of 50% is required on confirmation and full balance payable before departure. Clients bookings are accepted on the understanding that the clients appreciate the possible risks inherent in travel and in particular adventurous activities such as trekking, climbing, walking safaris, game driving and diving.

Bookings can only be accepted for persons under eighteen years of age when accompanied by an adult who will be responsible for them.

### 2. Cancellation

Cancellation should be made in writing (email is acceptable). The deposit is refundable and a cancellation will also incur the following charges:-

- More than 56 days before start date - deposit.
- 29 to 56 days before start date - 50%
- 15 to 28 days before start date - 75%
- 14 days or less - total cost of tour.

### 3. Rates

Include all expenses in respect of vehicle and driver as per itinerary, meals on safari and entrance fees to National Parks and Game Reserves.

### 4. Transportation

Cars, Mini Buses, Land Rovers, Coaches or Trucks will be provided according to the route and the number of clients. The right is reserved to employ the services of sub contractors. English speaking driver guides are provided.

### 5. Accommodation

Based on two persons sharing a twin room/tent. Where possible rooms with private baths are provided. Single rooms are available at an additional cost but cannot be guaranteed. Hotels/Lodges are named as an indication of category and may be reserved at similar hotels/lodges.

### 6. Alterations of Tours

The company reserves the right to alter the arrangements of the route or cancel the operation of a scheduled tour should condition necessitates. It also reserves the right to decline, to accept or retain any person as a member of any tour at any time, in which event an equitable amount will be refunded. Prices are based on tariffs and are subjected to change without notice.

Compensation payments do not apply to changes caused by reasons of war, riots, civic strike, terrorist activity, industrial dispute, natural disasters, fire, closure of an airport or port, adverse weather conditions and similar events beyond our control. In case of such an event Magical Retreats and Adventures Safaris will have no liability other than to offer you an alternative comparable arrangement, if available, or offer a refund of monies paid by you, not including the deposit.

### 7. Liability

The company and its agents act as agents of the passengers in all matters relating to hotel/lodge accommodation, tours, transport etc and shall be liable for injury, delay, loss or damage in any matter.

The company's liability to passengers carried in it's own vehicle is governed by the laws of the country in which the tour takes place and no other country. All claims are subjected to the jurisdiction of the courts of the country in which the action arises. The company reserves the right to employ sub-contractors for all or part of the serves.

NOTE: All expeditions involve an element of personal risk and at times can be of hazardous nature. Expedition members must accept this risk. We are not liable for any loss, damage, injury, expensive delay, or inconvenience caused to you or your baggage as a result, whether directly or indirectly, or any matter of whatever nature which is outside our control. All participants are advised to take an insurance policy to cover personal accident and medical expenses. This can be arranged by us at a low price.

### 8. Climbing Equipment

Gear for mountain climbing is not included in the tour price but can be hired for Mountain Safaris.

### 9. Tipping

Tipping is not compulsory in Kenya, however if you are happy with services, any gesture of appreciation will be enthusiastically received.

### 10. Voltage

Voltage throughout is 220 - 240 AC. Most of the Safari Vehicles have a cigarette lighter socket operating on a 12 volt system. In private tented camps there is no electricity - lodges and private houses will have electricity. Bring adapter plugs.

### 11. Photography

Visitors should respect the altitude of the local people towards photography and only use their cameras if they have permission from "models" to do so. Never try to "steal" a photo against the will of the person concerned. Lets your guide help you negotiate the terms before you start shooting.

### 12. Food and Water

Meals include English breakfast, buffer or picnic lunches and table dinners. A range of imported wines and spirits are available along with a selection of local beers and sodas. Although tap water is reasonable safe, we recommend that whenever possible drink bottled water.

### 13. On Safari

The best times for viewing animals are in the cool hours of the early morning and late afternoon. Therefore our usual routine will be to rise early, before leaving the camp on a game ride or drive.

