

CONDITIONS POUR TOUT CONTRAT AVANT LE 1^{er} AOÛT 2020

(pour tout contrat au-delà du 1^{er} août 2020, se référer aux conditions indiquées au contrat directement)

SUBSCRIPTION AND CANCELLATION

Subscription implies full acceptance of the following terms

Subscription will be validated only after payment of a deposit of **45% of total amount** by bank transfer to our account.

The balance of the tour cost must be paid no later than **30 days before the arrival in Tanzania**. For any subscription within 30 days before your arrival in Tanzania, the total cost of the stay will be paid.

In case of **cancellation**, monies paid to Kibowhy Safaris as a deposit or full payment of the tour cost will be refunded within 45 days under the following conditions:

1. For cancellation between 60 and 45 days before the date of arrival, fees of 25% are applied.
2. For cancellation between 45 and 15 days before the date of arrival, fees of 50% are applied.
3. For cancellation between 14 and 11 days before the date of arrival, fees of 75% are applied.
4. For any cancellation within 10 days before the day of arrival, no refund will be made on the price of nights, on entrances in parks and domestical flights.
5. In the event of a refund following a cancellation, the international transfer and exchange fees will be charged to the customer.

Cases of force majeure beyond our control may cause Kibowhy Safaris to modify a trip.

Kibowhy Safaris assumes no responsibility for any **changes caused by Airlines** (delays, flight cancellations, etc...) and for any additional costs caused by these changes.

We appreciate your report of any change in the scheduling of trips you have booked to facilitate us their planning.

SAFETY

In case of occurrence of events that may affect the safety of customers and/or drivers, Kibowhy Safaris reserves the right to change the circuit program.

Customers will be informed about the reasons for these changes and the new arrangements will be communicated.

INSURANCES

By travelling with us, each customer agrees to be aware of local conditions and of the risks incurred, accepts to fully assume them and does not bear the responsibility to Kibowhy Safaris.

He should particularly be aware of the scarcity of health facilities and competent staff and, among other things, of the poor road conditions and communication.

To ensure maximum comfort to his customers, Kibowhy Safaris take all appropriate measures to ensure a healthy and balanced food to its customers.

First aid kits are available in vehicles.

In addition, our drivers are on safari in regular contact by radio and mobile phones with our office in Arusha.

The insurances subscribed by Kibowhy Safaris does not relieve the customer to subscribe his own insurance (civil liability, assistance, repatriation, luggage, etc...).

This insurance is mandatory and certificates must be provided to Kibowhy Safaris at subscription.
