

## **TERMS AND CONDITIONS**

Read and understand our terms and conditions if possible prior to booking a trip with us.

### **Bookings and quotes**

The prices quoted for the various safaris are as per the itinerary and include the following services, unless stated otherwise: overnight in hotels, guesthouses or lodges, all meals as indicated, sightseeing as detailed in the itinerary, park entrance fees, airport transfers, ground transportation, English or French speaking driver/guides and bottled mineral water while on safari.

A Minimum payment of 40% is required on confirmation of the booking and the remaining balance payable 40 days prior to the safari

The payment balance is due no later than 40 days prior to the safari, unless agreed otherwise.

Bookings made within 40 days prior to the safari must be paid in full at the time of confirmation

Client's bookings are accepted on the understanding that the clients appreciate the possible risks in particular adventurous activities like trekking, climbing, nature walk, boat cruise, biking, game driving and white water rafting among others.

### **Cancellation and refund**

Cancellation should be made in writing (by emails for those outside the country). It will incur the following charges on the total costs of the trip per person/group;

|                                   |             |
|-----------------------------------|-------------|
| 60days or more prior to arrival   | 20% charge  |
| 59-32 days prior to arrival       | 30% charge  |
| 31 -14 days prior to arrival      | 50% charge  |
| 7-3 days prior to arrival         | 75% charge  |
| 48 hours or less prior to arrival | 100% charge |

Leopard Holidays Safaris Uganda reserves the right to deduct all expenses incurred like transfer fees from the money paid.

Gorilla permits and air tickets are 100% non-refundable.

For unused services, late arrival or no-show of any of the members of the tour will attract no refund.

### **Prices**

Our quotes for various safaris are as per the itinerary and include the following services, unless stated otherwise: overnight in hotels, guesthouses, tents or lodges. All meals as indicated, sightseeing as detailed in the itinerary, park entrance fees and ranger fees, airport transfers

where applicable, ground transportation, English speaking driver/guides and bottled mineral water in the vehicle are also included.

### **Liabilities**

Leopard Holidays Safaris Uganda makes all efforts to deliver to the clients, however, the company does not have direct control of the provision of services by suppliers and, whilst every supplier is chosen with the utmost care, Leopard Holidays Safaris Uganda does not accept liability for errors or omissions of such suppliers.

Leopard Holidays Safaris Uganda shall not be liable for any loss, damage or injury of any nature to person or property. The company tries to care for any possession and luggage to prevent any loss.

Leopard Holidays Safaris Uganda will not accept liability or pay compensation for unforeseen circumstances beyond the control of the company and its representatives like, flight delays/cancellations, war or threat of war, riots, civil disturbances, terrorist acts, border or airport closure, acts of government or other authorities, strikes, thefts, epidemics, road closures, industrial disputes, natural or nuclear disaster, extreme weather conditions, fire, technical and/or mechanical problems to transport and all similar events beyond the company's control.

### **Personal Health and insurance**

Members of the tour are responsible for their travel documents and certificates. Leopard Holidays Safaris Uganda encourages clients to have appropriate passports, visas, travel permits, health certificates and other documentation prior to the safari.

Medical precautions in regard to health and safety should also be taken. Medical advice should be sought well before travelling.

Clients should also obtain a comprehensive travel insurance before coming to Uganda. Local evacuation coverage is available in the unlikely event of a medical emergency while on safari can be arranged by Leopard Holidays Safaris Uganda.

### **Age requirements**

Most of our trips the minimum age is 7 at the time of travel. All travelers under the age of 18 must be accompanied by a parent or legal guardian. This person accompanying the underage will be responsible and cares for that under age and can sign relevant documents, to delegate their authority.

### **Transportation**

The mode of transport to use depends on the number of clients and the route taken, based on the specifications of the itinerary agreed with the clients. Every effort is made to ensure that vehicles are provided in a roadworthy condition but no liability can be accepted for a puncture, breakdown, damage, or any delay as a result of the poor road conditions.

## **OUR SAFARIS**

At Leopard Holidays Safaris Uganda, we are professional and experienced Safari/Tour Operator in Uganda and we organize these tours in Uganda and East African countries;

- ✓ Gorilla, chimpanzee and Rhino Trekking safaris
- ✓ Camping Safaris
- ✓ Mountain Climbing safaris
- ✓ Beach/island Holidays
- ✓ Cultural tours
- ✓ Eco tours and safaris
- ✓ Bird watching safaris
- ✓ Historical expeditions
- ✓ City, town and rural tours
- ✓ Escorted Tour
- ✓ Tailor Made packages
- ✓ Boating and Biking tours
- ✓

### **Registration and Licenses**

Leopard Holidays Safaris Uganda is a fully registered company as Leopard Holidays Safaris Uganda Uganda limited. It has all the rights to its product and services, as a tour company and is licensed by Uganda Tourism board (UTB) as a tour operating company. Therefore all its operations are regulated by the law. As a person, your money, your properties, and liable to agreement and contracts are done with a regulated company.

### **Our Vehicles**

At Leopard Holidays Safaris Uganda, we believe that what makes any safari a successful one is to have a reliable and comfortable vehicle. All our guests are transported in 4x4 Land Cruisers and Land Rovers because comfortable vehicles contribute much in making our clients have lifetime memories of the safaris they make with us. Each safari vehicle is modified to provide highest client safety, comfort and window seats. They all have pop-up roof hatches for game viewing and photography purposes. All the vehicles are serviced and thoroughly checked after each and every safari. We also make sure that we replace our vehicles before they wear out.