



GALACTIC SAFARIS LTD

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Tour Operator RN: UTB/TT/2301

License: UTB/RTT/TT/2024/101250

BOOKING TERMS & CONDITIONS

Galactic Safaris Ltd organizes safaris in Uganda, Rwanda, D.R. Congo, Tanzania, Burundi and Kenya.

Before confirming any trip with us, please read the booking terms and conditions carefully as they set out our respective obligations and form the basis of our contract with you.

In these terms and conditions, “you” means all persons named on the booking (including anyone who is added or substituted at a later date) whereas “We” and “us” mean Galactic Safaris Ltd.

These terms are revised from time to time due to changing circumstances. Service conditions and standards in Africa are different from those in developed countries. Medical facilities, safety, and security may often be lower than those in your home countries.

ARBITRATION

Please note that all services offered to you are subject to the laws and regulations of the host country. In the event of any dispute, claim, or disagreement arising out of or relating to this agreement or the provision of services, the parties shall first attempt to resolve the matter amicably through mutual discussion and negotiation.

If a resolution cannot be reached within a reasonable period, the dispute shall be submitted to arbitration in accordance with the laws and regulations of the host country. The arbitration decision shall be final and binding upon both parties, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction.

Each party shall bear its own costs associated with the arbitration, and the venue of arbitration shall be in the host country unless otherwise mutually agreed in writing.

CANCELLATION POLICY

WHEN YOU CANCEL

Should you be forced to call off the safari, you must inform us in writing. A cancellation is effective as soon as we receive a copy of your written notice which should satisfactorily explain circumstances surrounding your intention to cancel your safari. In order to cover our estimated loss caused by your cancellation and as we may be unable to resell your holiday, cancellation fees will be charged per person.

In rare occasions where two people are booked to travel together on a shared cost basis and for unforeseen reasons one drops out/cancels the trip, he/she will bear the single supplement costs for the one that will now travel solo. Alternatively, the two can agree on sharing that additional cost or reschedule their trip together to a future date if the reason for cancellation is beyond their control.

WHEN WE CANCEL

Rarely do we have to cancel confirmed bookings. We always try to avoid canceling, but we must reserve the right to do so. We shall not cancel your confirmed holiday less than 40 days before the safari commencement unless we are forced to do so as a result of unusual and unforeseeable conditions beyond our control, the consequences of which we could not have avoided even with all due care.

If we cancel your holiday (except where you have failed to make the payment or as a result of force majeure) we shall offer you the choice of purchasing an alternative holiday from us of a similar standard to that originally booked if available. If the chosen alternative is less expensive than your original holiday, we shall refund the difference but if it is more expensive, we shall ask you to pay the difference. Except where we cancel for reasons other than those mentioned in this section, we shall have no additional charge to you.

REFUND POLICY

Cancellations received will be subject to the following forfeiture of the tour cost. The safari cost is the total cost of the safari package excluding gorilla permits and flights, where applicable: -

- 101 days and above: 20% of the safari cost
- 61-100 days: 30% of the safari cost
- 46-60 days: 50% of the safari cost
- 16-45 days: 80% of the safari cost
- 0-15 days: 100% of the safari cost

Note that gorilla permits in either Uganda or Rwanda; and air tickets are 100% non-refundable.

Gorilla permits issuance is a preserve of both Uganda Wildlife Authority and Rwanda Development Board respectively.

There will be no refund for any unused services, late arrival or no-show of any of the members of the tour.

There is no refund of any unused portion of your safari once inaugurated.

VOLUNTARY EXECUTION

My advancement of a deposit to Galactic Safaris Ltd declares that I have fully read and understood the contents of the Terms and Conditions, especially those regarding cancellation and refund policies, the responsibility borne by trip participants and limitation of liability. On the advance of a deposit to Galactic Safari Ltd, the depositor, his or her family and / beneficiary agree to be bound by the above Terms and Conditions.

ACCOMMODATIONS

We do accommodate our clients in elegant and unique hotels / Lodges / Camps which are attractive with good facilities, hot water, friendly staff and reasonable prices. We request all our clients in advance to advise if they have any dietary requirements. We reserve the right to alter your accommodation to its equivalent or superior level without prior consultation.

COMPLAINTS

If you have any complaint, it should be reported immediately to the guide or the safari Manager. If you are not satisfied, you should submit a written report to the Manager / Supplier as soon as possible after the incident and it should not be later than 10 days after completing your holiday. This will allow us to investigate fully. Unfortunately, we cannot accept any complaint not notified in accordance with this procedure.

ACCURACY OF INFORMATION

The information, descriptions, and opinions given by us in respect of itineraries, national parks, gorilla permits, animal sightings, accommodation, and security are given in good faith, based on the latest information obtained. Care has been taken to ensure the truthfulness of the information provided. We do not accept any responsibility for any mistakes or omissions caused by issues beyond our control. Kindly note that full payment is required for bookings made within four weeks to the commencement of your safari with us.

FORCED CANCELLATION

We regret we cannot compensate where the proper performance of our duty is affected by an incident which we or the supplier of the service(s) in question could not, even with all due care, anticipate or avoid. Such events may include war, terrorist activity, unexpected government acts, pandemics, riots, civil strife, natural disaster, border closures, industrial disputes, fire, road closures, pilferage, epidemics, quarantines, land and air travel accidents, extreme weather conditions and other similar incidents beyond our capability to manage.

In such unforeseen incidences, we offer no refund or compensation but rather an opportunity to postpone or reschedule your tour to a future date deemed safe for your tour to be executed.

Depending on the itinerary you have selected, some activities carry with them the intrinsic risk of personal injury. These activities include, among others: - gorilla tracking, White water rafting,

Chimpanzee tracking, Walking tours, canoe/boat rides, and Mountaineering. However, you must understand that such involvement in the above activities will be at your own risk and that we assume no responsibility for your safety.

GORILLA PERMITS

As soon as the payment has been received, your gorilla permits are purchased. Getting a gorilla permit is not a guarantee of seeing a gorilla. However, the chances of seeing them are 99.9%.

Local conditions sometimes mean that access to the gorillas is made impossible at short notice. We are unable to accept liability for any circumstance that might lead to gorilla viewing being cancelled, whether it is the closure of the National Park or borders; absence of the gorillas; security threats. Refunds are at the discretion of the relevant authority and we cannot accept liability for them.

PAYMENT

Upon booking your safari, you must confirm that you are in agreement with our terms and conditions and pay the appropriate deposit of 50% of the total price including the fees for the gorilla permits. The balance should be paid before the start of the safari. Kindly note that full payment is required for bookings made within four weeks of arrival for the safari.

INSURANCE

It is a requirement when booking your holiday that you arrange your personal travel insurance.

Persons not fit for long trips due to heart disease, chronic illness, physical handicap, advanced pregnancy or mental illness are advised not to participate in such rigorous travel programs. The insurance should cover death, injury, theft of the clients' personal property and medical expenses. Activities with the greater risk such as White water rafting and mountaineering should be covered.

BAGGAGE

All personal belongings and baggage are at the passenger's own risk.

NATIONAL PARKS

We strongly discourage the picking of any specimen from the natural world. Our safaris provide the chance to watch and photograph wildlife only, not to disturb or disrupt - 'take nothing but photographs and leave nothing but your footsteps'.

TAKING PHOTOGRAPHS ON THE TOUR

We reserve the right to take photographic images of individual participants for commercial promotion of our safaris. Any tour member / leader who wishes that his / her picture should not be used is free to notify us in advance.

WHAT IS INCLUDED IN OUR SAFARI PRICES?

Our safari prices include the gorilla permit cost, lodges, ground transportation in private 4WD vehicles, Full- time experienced safari guide and his associated expenses, meals outside cities, water and snacks in the vehicle, entrances fees in National Parks, ranger guide fees, Chimpanzee tracking, boat/canoe rides, all applicable taxes, and administration costs as indicated on the itinerary.

However, it **EXCLUDES:** - International flights, any items of personal nature i.e. drinks, laundry, telephone, souvenirs, visa fees porters at the gorilla trek, travel / medical insurance, gratuities for Guide / driver / hotel staff, and any extras not mentioned in the itinerary.

Our safari prices are normally on full board basis except where it is indicated otherwise.

TIPPING

There are no set percentages for tips. Local culture believes the level of tips should be at the discretion of the client and any token of appreciation is gladly received. This is how most guests have always exercised their tipping gestures: - \$5 -10 in restaurants; at lodges / camps; \$10 – 15

for a driver guide per day; for the park rangers and guides on gorilla tracking \$ 5 – 10 per client; porters in national parks \$10 per person.

CLARIFICATION

In the event that any part of this Agreement, including but not limited to matters concerning gorilla permits, cancellations, rules, or regulations, is not fully understood, the Client is advised to seek clarification from the Company prior to proceeding. The Company shall not be held liable for misunderstandings arising from failure to request such clarification.