

# Terms & Conditions

## Cancellations

Full refund will be provided if cancellation occurs in writing 60 days prior to commencement of a safari. Refund on all pre-paid money will be based on cancellation fees levied by hotels and lodges. Generally there is a 50% charge on cancellation within 30 days, 75% charge within 7 days, and 100% charge within 2 days. We reserve the right to deduct all expenses incurred from money paid. Some services are non-refundable.

## Transfer of Booking

In the event you are unable to travel due to extraordinary circumstances, we may transfer your booking to another party provided the arrangements remain the same and if suppliers (airlines, hotels, etc.) are all ready to accept the transfer. For gorilla tracking tours, Gorilla permits are only transferable in some rare instances.

## Changes and Alterations

The right is reserved to alter any route or arrangement, or to cancel the operation of any scheduled tour should the conditions necessitate. The right is also reserved to decline, accept or retain any member of a tour at any time. Should you fail to join a tour, join it after departure or leave prior to completion; no tour fare refund can be made.

## Transport

Mode for transport utilized will depend on the number of clients and the route taken based on the specifications of the chosen itinerary. Fully trained and experienced English speaking driver/guides are provided.

## Accommodation

Based on twin bedded rooms or tents with private bathrooms where possible. Single rooms may be available with the payment of a supplement fee but cannot always be guaranteed.

## Viewing Animals

When it comes to game viewing, please be advised there are no guarantees. It is a privilege to see animal in their natural habitat.

## Liability

All bookings are accepted on the specific condition that Mihon Destinations Management and its agents act only as agents of the passengers in all matters relating to hotel/lodge accommodations, tours, transport, etc. and shall not be liable for injury, delay, loss or damage in any manner whatsoever. Mihon Destinations Management reserves the right to employ subcontractors to carry out all or part of the services agreed to be supplied. The respective laws of the country govern Mihon Destinations Managements' liability to passengers carried in its own vehicles. All claims are subject to the jurisdiction of the courts of the country in which the cause of action arises. Finally, whilst every care is taken, Mihon Destinations Management cannot be held responsible for loss or damage to baggage.

## Insurance

You are advised to buy travel insurance through your agent before coming to East Africa, but local evacuation coverage is available in the unlikely event of a medical emergency while out in the bush. Please request this at the time of booking.