



Booking Terms and Conditions

Overview

These Terms and Conditions apply to any tours booked with Exotic Travel Centre Limited- A Travel and Tour Company based in Nairobi- Kenya. These Terms & Conditions govern the contractual relationship between Exotic Travel Centre Limited and yourself. Please read these Terms and Conditions carefully as by booking any tour with us you acknowledge that you have read and understood these Terms and Conditions and you accept and agree to be bound by these Terms and Conditions. If you have confirmed a booking on any tours with more than one client named and booked on such a booking, you shall be deemed to have accepted these Terms and Conditions on behalf of all clients named in the booking (including minors and those with a disability) and therefore all clients in that group indicate their acceptance and agreement to these Terms and Conditions. The client who confirmed the booking is considered to be the selected contact person for all other clients named in that booking.

1. Deposits and Final Payment:

Upon booking a tour with Exotic Travel Centre Limited, a 30% deposit is required to secure the tour and begin the necessary booking processes and ground preparations. An invoice will be sent to the client together with the payment instructions. Final balance payment of the tour booked is required no later than 21 days before the tour begins.

Bookings made within 21 days of the tour start date should be paid in full. All payments made to Exotic Travel Centre Limited should be free of bank charges and credit card transaction surcharges. Exotic Travel Centre Limited is not responsible for any charges levied or charged by third parties and/or financial institutions and payable by the client as a result of credit card or other payment transactions in connection with the purchase of a tour and will not refund or return any fees charged by such third parties in connection with payments made by clients to Exotic Travel Centre Limited.

2. Amendments & Cancellations:

All requests for changes must be made in writing. Any changes to a confirmed booking will depend on availability and will be subject to the Exotic Travel Centre Limited's approval. An amendment fee per booking may be levied for any changes to the confirmed booking. This is charged in addition to the change fees charged by the supplier.

All requests for cancellations must be made in writing. There is no cancellation fee for cancellations made from the time of deposit until 60 days prior departure.



For cancellations received less than 60 days prior to departure the following schedule will apply:

- * Cancellations between 60 and 45 days before arrival are charged against 25% of the total cost.
- * Cancellations between 44 and 31 days before arrival are charged against 50% of the total cost.
- * Cancellations less than 30 days prior to arrival or no shows are charged against the total cost.

3. Itinerary changes:

Although every effort is made to adhere to schedules, it should be noted that we might be forced by conditions do so in the traveler's interest; due to unforeseen circumstances outside the control of Exotic Travel Centre Limited and/or subcontracted partners such as road and weather conditions, acts of God, natural disasters, epidemics, industrial action, accidents, civil unrest, government action, or war. We will try to provide an adequate alternative, but can accept no liability for any additional cost incurred. Other changes might be parks and reserves migrations of animals from one region to another etc. We will communicate with you in case any of the mentioned changes occur.

4. Promotional photography & videos:

Exotic Travel Centre Ltd. reserves the right to use any photographs and/or videos taken during tour for marketing purposes. Travelers who prefer that their images not be used are asked to identify themselves to their travel program escort at the beginning of their tour.

5. Special needs:

Travelers with special needs (i.e. physical challenges or disabilities) must communicate their special need requirements at the time of the booking. Whilst every care is taken to provide for all your special needs made known to us prior to the tour, we obviously require full details of any required medication, medical conditions and/or disabilities and capabilities to ensure these needs are accommodated. We will communicate with you in case a special need request cannot be ensured. No responsibility can be taken for catering for any conditions or requirements not communicated to us at the time of booking,

6. Liability:

The company and its agents act only as agents of the passenger in all matters relating to tours. The hazards of travelling may inevitably give rise to some risks and dangers. Hazards may inherent in travel by boat, train, road and other vehicles aircraft and other means. Hazards may also arise out of the forces of nature, political unrest, accident or illness in remote areas without means of immediate evacuation or medical facilities.

The company's liability to passengers is dictated by appropriate laws of the country in which the tour takes place. However the company accepts no responsibility for any personal illness, injury, delays, loss or damages from any cause whatsoever. You are therefore advised to take adequate insurance against such risks on your own. Our staff will be at hand to assist you with the information on the services available locally.



7. Insurance:

Exotic Travel Centre Limited strongly recommends that clients obtain the following types of insurance, which are commercially available: Accidental death and disability, Emergency medical evacuation, Trip cancellation and curtailment, Medical expenses and Loss of personal effects. It is mandatory that all Exotic Travel Centre Limited's clients have adequate travel insurance. Payments made for flights are often non-refundable. Any claims concerning matters for which you are insured must be directed to your insurers.

8. Passports, Visas & Health Requirements:

You should ensure that you have all the travel documents including passports, visas and vaccination certificates (if needed) before your departure date. This also includes adequate travel and medical insurance. For any vaccination, for example the yellow fever vaccination, consult your physician or travel health specialist for the proper prescription. It is your sole responsibility to obtain appropriate medical advice as to medication, immunization, and whether or not you are fit enough to undertake the trip, prior to departure. Exotic Travel Centre Limited will not be responsible for any disruption to your travel plans caused as result of a failure to do this.

9. BAGGAGE + ALL PERSONAL ITEMS

(Including money, jewellery & photographic equipment).

11.1 Temporary or permanent loss of baggage is the responsibility of you or the carrier.

11.2 All items of a personal nature are solely at your own risk, and no liability whatsoever will be accepted by Exotic Travel Centre Limited regarding baggage, personal items or equipment.

10. Amendments

The Company reserves the right to add to, or to amend these conditions at any time should it see fit. The most recent conditions prior to departure will be those that are effective.

11. Disputes:

If you have any cause for complaint while travelling, you must immediately bring it to the attention of the Company's representative. The Company will do its' utmost to rectify any genuine complaint as soon as it arises. If, despite best efforts, your complaint cannot be amicably rectified then any complaint must be received in writing by the Company within 30 days of your scheduled day of return

12. For your information

In the event that the leader of any tour or safari is ill or injured and is unable to complete that event, Exotic Travel Centre Limited will endeavour to find a replacement for the remainder of the Safari. It is the Company's responsibility to ensure that the tour or safari continues in a satisfactory manner.