



Terms & Conditions

We recommend that you read carefully and understand all the terms and conditions attached to your booking with us as it forms the basis of your agreement with Acacia Safaris. These Booking Conditions detail our responsibilities to you and yours to us and provide guidelines to cover circumstances which may arise. When you sign the Booking Form or acknowledge agreement of our booking conditions, you are confirming that you have read the Booking Conditions and agree to be bound by them.

We recommend a bank transfer to our account. Once the amounts are transferred, kindly let us know and send us the bank's transfer confirmation reference to enable us trace the funds easily with our bank.

RESERVATIONS:

Once a booking is made, we require a deposit of 50% transferred to our bank account as above and the remaining amount is due 30 days before the arrival date. While for a booking made within 30 days to the travel date then full amount is required. Unless otherwise agreed in advance, the right is reserved not to execute any services if payment has not been received accordingly.

Note; Acacia Safaris reserves the right to alter arrangements or cancel the operation of a scheduled tour should condition necessitate, or offer substitutes of equal value. These rates are current and subject to change without prior notice due to the fluctuation of the different foreign currencies against the Kenyan shilling

CANCELLATION FEES:

All bookings when cancelled or reduced in number are subject to cancellations charges of a percentage of the total cost as follows;

- Within 60 to 45 days before arrival - 15%
- Within 45 to 31 days before arrival - 25%
- Within 31 to 14 days before arrival - 35%
- Within 14 to 07 days before arrival - 50%
- Within 07 to 03 days before arrival - 75%
- Within 02 days (48 hours) to the date of arrival - No Show - 100% - No refund

If some, but not all, party members cancel, additional charges may be payable by the remaining members (e.g. under occupancy charges).

Note: If the reason of your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

LIABILITIES:

Acacia Safaris and its agents, act only as the agent of the passenger in all matters relating to accommodation, meals, tours and transportation of any type, and shall not be liable for inconvenience, omission for service, injury, delay, loss or damage from any cause and in any matter

howsoever, including weather, machinery breakdown labor disputes, civil disturbances and Government orders. Acacia Safaris (K) Ltd is insured against legal liabilities arising from injuries that may be incurred by passengers in its own vehicles, in which case all claims are subject only to the jurisdiction of the Courts of Kenya. Acacia Safaris reserves the right to employ sub-contractors to carry out all or any part of the services agreed to be supplied and in the exercise of such right, the clause relating to liability as an agent shall apply.

INSURANCE:

It is imperative to ensure that clients take out adequate personal insurance to cover death, injury, medical expenses, damage to or loss of baggage and consequential loss arising from any eventuality. It is mandatory that each client obtains adequate personal travel insurance to cover such personal risks as illness, personal injury or death, loss of baggage and compensation or refund for discontinuation of safari due to circumstances beyond the control of the Company, though not limited to force majeure circumstances only, during the period of their safari otherwise the Company does not accept liability. Flying Doctors Service cover is also mandatory for rapid evacuation from the scene of an accident or emergency to a hospital otherwise the client is responsible for his evacuation by air or otherwise.