



2024 BOOKING TERMS & CONDITIONS

Old Boma Ltd. and Basecamp Masai Mara Ltd. are a Kenya-based group of companies that own and operate safari lodges and camps known as 'Saruni Basecamp'. They are also a Tour Operator that organizes safaris and tours in Kenya. These are the terms and conditions that are accepted when booking with Old Boma Ltd. and Basecamp Masai Mara Ltd. (or their associated or contracted companies as indicated on the invoice).

RATES & ACCOMMODATION

All rates are in US\$ and per person per night on a sharing basis or per unit per night. Rates are subject to change with notice. Accommodation is subject to availability.

PROVISIONAL BOOKINGS

Provisional bookings will be held for a maximum of 14 days. If no update is received within the stipulated time, the provisional booking period will expire and booking automatically released from our system unless a dated extension has been requested for in writing and approved in writing.

BOOKING & PAYMENT

All reservations can be made by email or phone and are only confirmed after a 20% deposit of the total amount has been paid. The balance payment is due to Old Boma Ltd. or Basecamp Masai Mara Ltd. no later than 45 days prior to arrival of the clients in Kenya. The payment is NETT of all bank charges, both on the sending and the receiving (Old Boma Ltd. or Basecamp Masai Mara Ltd.) end. All payments and cheques are payable to Old Boma Ltd. or Basecamp Masai Mara Ltd. or their associated or contracted companies as indicated on the invoice.

GROUP DEPARTURES

Group bookings & departures will be requested for in writing and will be approved by Saruni Basecamp in writing, upon receipt of a non-refundable deposit of 20% for the requested rooms and subject to availability. Any rooms without a final rooming list will be considered unconfirmed and released ninety (90) days to date of arrival. Maximum permitted number of single room use per group is two (2) single rooms. Additional singles in the group will be charged at double room rate.

STANDARD CANCELLATION POLICY

Cancellations are only effective on receipt of written notification. Upon confirmation:

- up to 61 days prior to arrival, 100% of monies received is refunded;
- 60-45 days prior to arrival, 20% of the total cost is retained;
- 44-30 days prior to arrival, 50% of the total cost is retained;
- 29 days-to arrival date, 100% of the total cost is retained;

Monies refunded are minus applicable bank charges.

No refunds are given for 'no show', flight cancellation or early departure from the lodge. In the event of force majeure, we retain the right to amend our booking & payment terms and standard cancellation policy at any time and without notice. Our current Booking Procedures, Terms & Conditions which prevail can be accessed on our website or a copy of which can be provided by our Reservations Team by emailing reservations@sarunibasecamp.com and sales@sarunibasecamp.com

NON-STANDARD CANCELLATION POLICY

Where a non-standard and more stringent cancellation policy is applied by 3rd party properties & services, you will be advised of this before booking confirmation.



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RESERVE ENTRY & CONSERVATION FEES

Reserve entry and conservation fees are payable at the time of reservation and are subject to change upon short notice. Any changes will be passed on in full even for pre-paid clients.

CHECK-IN & CHECK-OUT

Generally, check-in time is 12:00 PM and we ask that guests check-out by 10:00 AM so we have time to prepare rooms for incoming guests. However, please note, these times may differ from lodge to lodge and you should be advised at the time of booking.

CHILD POLICY

Children of all ages are welcome to our lodges and camps, with rates applicable as per the below:

Children below 5 years sharing tent with adults, stay free of charge.

- 1-2 children aged 5-16 years sharing a Family Unit, with 1-2 adults, a family unit rate applies; 'per child sharing per night' rate for any additional child;
- 1-2 children aged 5-16 years sharing a standard room/tent with 1-2 adults, will each be charged 50% of 'per adult sharing per night' rate
- 1-3 children aged 5-16 years sharing their own room/tent (not a Family Unit) will each be charged 75% of 'per adult sharing per night' rate
- Children 5-16 years sharing a standard room/tent with 1 x adult will be charged 50% of 'per adult sharing per night' rate. And the adult pays the 'single occupancy per night' room rate

Children age limit for Walking Safaris and for Mobile Camping is 12 years of age.

Children's dinner can be served earlier on request.

Child conservation fees in the private conservancies applies from 5-16 years of age.

Child entry fees to the Masai Mara National Reserve applies from 09-17 years of age.

Children aged 0-8 years are not required to pay Masai Mara Reserve entrance fees.

All children are the responsibility of their parents or guardians. Child carers can be organized on request for US\$10 per hour, payable direct. Ayah accommodation is available at the rate of US\$80 per day in a guide room - subject to availability.

PASSPORTS & VISAS

The onus is on the client to ensure that all passports and visas are valid for the countries listed. Old Boma Ltd., Basecamp Masai Mara Ltd. or their associated or contracted companies as indicated on the invoice cannot be held liable for any visas not held by the clients.

TOUR LEADERS & GUIDES

Complimentary room will be granted to bona-fide Tour Leader on the basis of 1 per every 15 full paying adults, provided it is pre-booked and confirmed, on half twin sharing basis, unless prior arrangements are made. Accommodation for Driver Guide hosting guests must be booked together with the guests' reservations, and will be provided in guide room on availability at US\$120 per day.

PRIVATE VEHICLE & GUIDE

Private vehicle with guide for exclusive use is available at an additional cost per day. Please contact us for rates. US\$350 per day.



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TIPPING CULTURE

Gratuities are welcomed with enthusiasm and gratitude; please speak to our Reservations team at the booking point for advice and procedures.

TRAVEL & MEDICAL INSURANCE

All guests travelling to Saruni Basecamp properties must have comprehensive travel insurance and medical insurance, in addition to emergency evacuation coverage. Travel and medical insurance are the responsibility of the guests. Saruni Basecamp/Old Boma Ltd., and Basecamp Masai Mara Ltd. or their associated or contracted companies, purchase on the guests' behalf and at an extra cost the temporary membership of a suitable emergency medical evacuation company. Contact our Reservations team for further information.

AGENT FAM TRIPS

Educational visits and site inspections are welcome, preferably during the months of March, April, May, and November. We recommend a maximum stay of 2 nights in each lodge or camp, for Fam visits. For more information on organizing familiarisation trips to Saruni Basecamp properties for media, press and travel industry professionals, please contact reservations@sarunibasecamp.com and sales@sarunibasecamp.com.

FLIGHTS & TRANSFERS

For internal flights within Kenya guests are advised to pack in soft bags with a maximum of 15kg per person.

ACCESS AND CHANGES TO SCHEDULES

Old Boma Ltd., Basecamp Masai Mara Ltd. or their associated or contracted companies cannot be held responsible for occurrences of any difficulty in, delay or the impossibility of access to the properties relating to road, airstrip, weather or any other conditions beyond the control of the lodge or camp. Although every effort is made to adhere to schedules, the companies reserve the right, and in fact are obliged, to occasionally change routes and lodges or camps on safaris as dictated by changing conditions even when they are beyond the companies' control, such as seasonal rainfall on bush tracks. The companies subcontract the flying services to independent and reliable airlines and cannot be held liable for any delays due to airlines not running to schedule. Any changes made to the original booking are subject to the conditions and rates, even if caused by the aforesaid conditions. Old Boma Ltd. and Basecamp Masai Mara Ltd. Basecamp reserves the right to give one month's notice for closing any camps and lodges, for renovation, refurbishment etc. without penalty.

LIABILITY DISCLAIMER

Old Boma Ltd., Basecamp Masai Mara Ltd. and any associated or contracted companies and their owners, directors, management and employees shall not assume liability for any illness, injury or death to persons visiting the properties nor for any other incident of any nature involving any client(s) while they are on the properties, participating in the Rhino Tracking experience, nor while travelling to or from the properties. Old Boma Ltd. and Basecamp Masai Mara Ltd. cannot be held responsible for loss or damage to personal property, however it may be caused.

DISPUTES

All concerns must be brought to the attention of Old Boma Ltd. or Basecamp Masai Mara Ltd. prior to the client's departure in order to finalise the issues on the ground at the time. Should this not be possible then they are to be followed up in writing no later than 14 days after departure where the Kenyan legal system will be adhered to exclusively.