



TERMS & CONDITIONS

We would like to take this opportunity to let you know about the financial protection that you have for your holiday.

Busanga safaris have enjoyed a steady growth in the number of clients traveling on safari over the last 10 years and with the number of our guests increasing so have the requests for flight inclusive packages. Busanga have access to all of the international and regional airlines and are able to arrange competitively priced flights as part of your safari with us.

Busanga safaris Are ATOL members, ATOL is a financial protection scheme for holiday makers. If an ATOL tour operator fails, the ATOL scheme ensures our customers traveling an air travel inclusive package, do not lose the money paid over or are not stranded abroad, in the unlikely event of Busanga Safaris failure.

Click the following link to watch a video about the benefits of booking with Busanga Safaris an ATOL bonded safari tour operator.

[Pack With Peace Of Mind](#)

Terms

1. **INSURANCE:** The single most important condition of your booking is that you have full and comprehensive travel insurance. It is the customers responsibility to ensure they have full insurance cover from the moment that they place their order/reservation with Busanga Safaris and that the insurance covers the time periods before, during and after travel. Our terms ensure a full refund up to 90 days before travel, unless other arrangements were otherwise agreed in writing with Busanga Safaris. Therefore you can time your insurance to come in to effect 90 days prior. However if you have booked airline tickets directly with an airline or via Busanga Safaris before the 90 day period, you will be subject to the terms of the carrier which may vary to the terms of the safari for which you may like to be insured. A good insurance policy should include the following for your own benefit and peace of mind. Emergency medical evacuation & repatriation, medical expenses, loss of theft of your belongings/ baggage, expenses in the event of cancellation and personal accident, please check for any exclusions.

2. **FLIGHTS:** Busanga Safaris are ATOL bonded tour operators and can arrange flights to coincide with your International , regional and domestic travel plans.

Customers are welcome to book their international flights themselves directly with their preferred carrier, we will be happy to advise on which flights fit best with your safari plans. The contract here is between the customer and the airline carrier and would be subject to their terms and cancellation policies. We are always happy to offer as much assistance as is required to enable the client to complete the purchase of airline tickets.

2.2 **FLIGHT INCLUSIVE SAFARIS:** Where we offer a flight inclusive price / package for a particular safari. These are quoted based on average Economy Class seats from London (UK). Offered by our chosen carrier for that route, and are subject to availability at the time the clients actually book. if the quoted seats are sold out we will advise the client of significant cost changes and may suggest an alternative airline or route. These discounted airfares are subject to the refund or compensation terms of the carrier in respect of cancellation and delay. You may be asked to pay for flights at time of booking to secure a discounted rate.

3. **FINANCIAL PROTECTION:** We have a policy of paying our suppliers well in advance of our clients travel dates, so that if our company was to fail your bookings will remain intact. Busanga safaris is a member of ATOL. ATOL is a financial protection scheme for holiday makers. The ATOL scheme ensures our customers traveling an air travel inclusive package, do not lose the money paid over or are

3.1 **PAYMENT:** 30% deposit of the value of the ground package element only of your safari will be required on receipt of your booking confirmation. The balance (70%) will be due in full 40 days prior to departure or in the event of a short time between booking and departure full payment may be required with booking confirmation. Cheques for deposit or balance payments should be made to Busanga Safaris Ltd.

3.2 **PAYMENT MADE USING CREDIT OR DEBIT CARDS** will incur service fee's 4% of the cost of the invoice, depending on the card issuers terms.

3.3(a) **CANCELATIONS BY YOU:** If the customer is unable to undertake the safari, cancelations will be subject to the following conditions, which are calculated in % of the cost of the Safari, which the client will forfeit in the event of canceling.

More than 90 days prior to departure 30 % Between 90 and 30 days prior to departure = 50% Less than 30 days prior to departure = 100 %

The cost of your flight will be subject to the terms and conditions of the airline carrier, your contract here is with the airline. (Your travel insurers may offer cancellation cover, which can be reclaimed if you cancel 30 days prior to departure.)

3.3(b) CANCELATIONS BY US: In the very unlikely event that we have to cancel your safari for any reason not in our control or as a result of our decision not to undertake the safari for reasons of safety, we will contact you immediately and will undertake to provide a full refund of any payments we have received from you for the safari (this may exclude international flights). No further compensation will be given for consequential losses as a result of any cancellation made by us.

4. PRICES: Our Prices as outlined in our Web sites and printed information packs are based on "Per person".

4.1 RATES INCLUDE: accommodation, domestic ground transfers. Game viewing activities including bush walks, game drives and most activities, but can vary depending on the particular camp or lodge, but will be provided as described in your itinerary information. Accommodation in Hotel, which we arrange for you, is booked on a Bed and Breakfast basis only.

4.2 RATES EXCLUDE: (a)* International Air fares , unless a part of the safari package (b) Travel insurance (c) Visa country entry charges if applicable (d) bills incurred whilst staying at the lodges and hotels described on our web site for any items not included in terms of your booking such as items of a personal nature, any other sundry items or meals incurred at the hotel.

4.3 EXCHANGE RATE FLUCTUATIONS. Busanga Safaris quotes prices in USD \$. In the event of unforeseen exchange rate fluctuation on the due date of your invoice which affects the gross cost of your safari when paid in GBP sterling or Euro's by more than 2% we reserve the right to revise the price of any safari in line with the exchange rate at that time.

5. WE OFFER discounted rates to groups of minimum 6 individuals traveling together and we will endeavor to provide own non shared accommodation but this can be subject to availability and will be confirmed at time of booking.

6. CHANGE OF PLAN BY YOU: We do not charge to alter any part of your safari however we cannot guarantee that we can or will be able to make changes as they will be subject to availability of accommodation and transport. We will however, endeavor to help you.

7. CHANGE OF PLAN BY US: Before you set we reserve the right to make changes to your itinerary which we will discuss with you at the time. We also arrange escorted safaris and where due to unforeseen circumstance a named Guide / Tour leader is unable to travel we will provide another suitable guide with the necessary skills and knowledge required. Local conditions and logistics can alter the best-laid plans, this does not mean you will not enjoy the safari you planned but timings may alter. If we are aware of a problem before you depart we will contact you to advise and if a planned part of your safari cannot be safely made (for example early rain makes access difficult), we will accommodate you at the other camps. If changes occur after the start of the Safari, the Camp Managers or your guide or a member of the Busanga / Tiger and Other Animals team (by phone) will make the best alternative plans, which they will discuss with you at the time.

8. SPECIAL REQUIREMENTS: Any requirements by the client for special dietary needs should be highlighted at the time of booking t

9. OUR LIABILITY: We accept our responsibilities in accordance with 1992 Consumer protection statutory instrument no 3288 Regulation 15 for the proper performance of our contract to you the client.

10. YOUR RESPONSIBILITY: It is the responsibility of the customer to ensure that all of their own necessary Immigration requirements are in place for the client to visit a country, such as Visa's if applicable. 10.1 It is a condition of your contract with us to act in a prudent manor reflecting the nature of the environment you will be in. Guides and suppliers reserve the right to deny access to an activity based on their own professional judgment and experience for health and safety reasons. Guides and suppliers reserve the right to take whatever actions as deemed necessary to control a situation created by disorderly conduct, which will not be tolerated. The safety and enjoyment of all guests is paramount.

10.2 Clients must act within the local Law. If you are unsure on any aspect check with the local Camp Manager.

10.3 Busanga Safaris Ltd / Tiger and Other Animals do not accept any responsibility if you fail to comply with any of the above conditions.

11. COMPLAINTS: If you are unhappy with any aspect of your safari whilst in camp please immediately speak to the Camp Manager or Busanga Safaris Ltd staff if accompanying your safari, who will endeavor to rectify the situation. If you are still not satisfied please make it known to our Camp Management and ask them to forward details of your complaint to us. The client should contact us by telephone and with full written details immediately on return and prior to 14 days from the end of the safari.

12.FORCE MAJEURE: Busanga Safaris Ltd / Tiger and Other Animals and our suppliers cannot provide compensation or accept any responsibility for occurrences of an unusual or unforeseen nature. This means occurrences beyond our control, the consequences of which could not have been avoided even if due care is being exercised, including but not limited to technical, maintenance or mechanical problems, industrial disputes, civil strife, war or threat of war, weather and or terrorist activity. We will always assist our clients in any such situation, but must limit our responsibility.