

Canyon Safaris Terms and Conditions

RESERVATIONS

- We require a 40% deposit of the total tour cost upon confirmation of the safari in low season period to secure gorilla permits.
- In peak seasons from July to September we require a deposit of 50% of the total tour cost for the clients to safeguard the reservations and gorilla permits.
- The balance should be deposited 2 weeks prior to the arrival.
- For bookings coming one month before departure we shall require the full payment of the tour costs.
- The payment is made by international money transfer to the company bank account in Uganda.
- *Transfer costs are to be paid by the client(s). Payments with credit or debit card are not possible.

CANCELLATIONS

All cancellation penalty depends on the number of days before tour departure:

- **Before 60 days:** Full refund
- **Between 60 days and 25 days:** Refund of 60% of the deposit
- **Between 29 days and 15 days:** Refund of 25% of the deposit
- **Less than 15 days:**No refund
- There is no refund of any unused portion of your safari once commenced.
- Should the company cancel the safari, it shall be rescheduled for a mutually convenient date, or a refund shall be provided to the client.
- Any cancellation of safari before the deposit has been made will not incur any fees.
- Cancellation of clients joining a group: If one or more clients of a larger private group cancel a trip, they will be charged their part of the shared costs for that group trip, so that the rest of the group will not face any price increase. This amount is in addition to the general cancellation fees

Please note that Gorilla Permits in Uganda are not refundable when already booked, as this is the policy of Uganda Wildlife Authority.

IMPORTANT INFORMATION

- Tour tariffs are based on all known costs and rates of exchange at the time of the transfer, any significant changes beyond our control will be immediately communicated to our clients.
- We also retain the right to alter any arrangements due to local conditions. We also retain the right to refuse any person from participating or continuing any tour if that person

causes or is deemed to cause hazard or inconvenience to other clients and to our environment and ecosystems.

- Fees increases may occur due to any increase in airline tariffs, fuel costs, game reserve fees, or changes in exchange rates. Canyon safaris Uganda reserves the right to modify the fee and add surcharge
- The rates are in US dollars and subject to change.
- ***Please note that in Uganda US dollar banknotes series before year 2000 are accepted only with a low exchange rate, therefore clients are advised to travel to Uganda with more recent banknotes series.***
- The items mentioned under “not included” are non commissionable.
- The high season periods includes January, February, July, August, and October, November to December.
- The low season periods includes March, April and June
- Availability of accommodation, permits and other activities is not guaranteed until confirmed by your contact person of Canyon Safaris Uganda.
- Gorilla permits can only be secured after receiving the requested deposit.
- The chimp tracking in kibale forest may take place either in the morning or afternoon depending on availability of the permits for chimp tracking.
- All journey times are close estimations, as you can never quite guarantee what will happen on the roads... we may encounter road-works and, there are the photo stops. In any case, you can be certain that during your long periods on the roads during the trip, you will be passing through some spectacular countryside and there will always be something of interest to see along the way!

Insurance

All our clients are advised to ensure that they have a comprehensive travel /adventure/mountaineering insurance policy to cover all medical and rescue costs should rescue or evacuation be needed as complex rescue, helicopter rescue, medical evacuation or hospitalization is not covered in our pricing. Clients must fill out the necessary form stating the company they are insured with, the policy number and the telephone number/contact of the insurance company. Medical and repatriation insurance is the client's responsibility to arrange such insurance through the client's broker. It is strongly recommended that clients also take out insurance to cover emergency travel and accommodation, lost baggage and any other cover the clients deems fit. Other than compulsory insurance, the decision of which insurance cover he/she obtains is solely the responsibility of the client.