

## **GENERAL BOOKING TERMS & CONDITIONS**



These Terms & Conditions are effective as of 01 January 2024

### **1. QUOTATIONS & PROVISIONAL HOLD**

- Quotations received are valid for a period of 10 days and subject to availability.
- A provisional hold will only be confirmed on receipt of written confirmation of intent to book and payment will be required within 5 days to confirm and hold your booking.
- Any price quoted is subject to change in the event of an unforeseen fuel price increase, currency fluctuation or Government levies/taxes.
- All services are quoted and invoiced in \$USD.
- Your Sambora Private Journeys specialist will provide you with an official quotation and a payment link for deposit payment, or our \$USD banking information.

### **2. DEPOSIT, PAYMENT & CANCELLATION**

#### ***DEPOSITS***

- A minimum 30 % deposit is required to confirm a bookings accommodation, transport & activity elements (some accommodation may require a greater % deposit and this will be confirmed at the time of your enquiry)
- A 100% non-refundable payment is required for all permits (Gorilla, Chimpanzee, Golden Monkey etc)
- Remaining balances for any journey will become due 90 days prior to travel.

#### ***PAYMENTS***

- **BANKING DETAILS <INSERT BANKING INFO, INC IBAN, SWIFT & BANK ADDRESS>**
- Your Sambora Private Journeys specialist will provide you with a copy of your invoice that will state the required deposit amount, along with a secure DPO payment link for payment. If you would like to pay directly to our \$USD bank account, this information can be found on the invoice.
- Payments made in a currency other than \$USD may be subject to a currency conversion and the correct amount may not be received by Sambora Private Journeys. Please ensure Sambora will receive the invoiced \$USD figure into its banking accounts in full or the transaction will be deemed incomplete, and your booking may not be confirmed.
- Payments made via DPO link (credit card) are subject to a 4% transaction fee.

#### ***CANCELLATIONS***

- Cancellations (which include a reduction in the number of nights, the number of guests or the number of rooms) received more than 90 days before arrival will forfeit 30% deposit.
- Cancellations received between 90 and 60 days prior to arrival will forfeit 50% of trip payment.
- Cancellations received less than 60 days prior to arrival will forfeit 100% of trip payment.

- No-shows or early departures will forfeit 100% of trip payment. Sambora reserves the right to seek administrative fees because of such cancellation, including but not limited to ill health or injury.
- If a date change is required for Gorilla permits, a fee of \$300 per permit will be levied to facilitate any change. Permits are non-refundable and non-transferable. Please ensure you have adequate travel insurance in place *prior* to booking your tour.
- Cancellations and booking amendments must be received in writing and must be acknowledged by Sambora Private Journeys in return.

### 3. INSURANCE

- Prior to booking confirmation, please ensure you have comprehensive travel insurance. This insurance should have adequate medical, cancellation, curtailment, and default insurance for the entirety of your trip. It is essential that all travelling parties are covered for emergencies and other unforeseen circumstances. Sambora will not be held responsible for any guest travelling without adequate insurance.
- Sambora Private Journeys has secured Emergency Medical Evacuation (Flying Doctors) services for its guests - this remains subject to the EMES Terms & Conditions, a copy of which can be provided on request.
- Relevant cancellation policies will apply should a guest fail to join or start their journey with us for any reason. Please ensure adequate travel insurance is in place for this eventuality.
- When travelling to Rwanda or wider East Africa, you may travel to areas where Yellow Fever or Malaria are present, please ensure you take adequate medical advice prior to travel to establish what precautions and/or vaccinations will be required and ensure all are up to date. Some East African countries have declined entry to guests that do not hold a yellow fever certificate, so it's essential you have this.

### 4. FORCE MAJEURE

- "Force Majeure" means, in relation to Sambora Private Journeys and its clients (including tour operators and travel agencies), any circumstances beyond the reasonable control of the Companies or clients (including, but without limitation, war or threat of war, sabotage, civil disturbance, or requisition, acts of God, fire, accident, flood or explosion, sickness, pandemic, epidemic, quarantine, Government intervention, weather conditions or other untoward occurrences).
- If the ability of Sambora Private Journeys to provide the services booked is affected by Force Majeure, then they shall as soon as practicable notify you of the nature and extent thereof.
- Sambora Private Journeys shall not be deemed to be in breach of these terms and conditions or otherwise be liable to you, by reason of delay in performance, or by non-performance of any of its obligations hereunder to the extent that any such delay or non-performance is due to any Force Majeure.
- If either Sambora Private Journeys or the clients are affected by Force Majeure, Sambora shall be entitled to and may in its absolute and sole discretion, cancel or vary any arrangements or itinerary in relation to the journey. Payment of any refund by Sambora because of the non-performance of any of Sambora obligations hereunder shall remain in its sole and absolute discretion. However, should Sambora elect to grant a refund, it shall be entitled to deduct from any

refund recoverable the reasonable actual and potential costs incurred Force Majeure.



## 5. THIRD PARTY PROPERTY BOOKINGS

- Please note that any booking made with a 3rd party property (properties not owned or managed by Sambora) are subject to their own booking terms and conditions and payment terms.
- The booking terms and conditions for a 3rd Party property, if different to the Sambora Private Journeys terms and conditions outlined above, will be confirmed with you at the time of your booking. Sambora Private Journeys, in these instances, acts as a reservations office and any obligation created because of such a booking shall be deemed as a booking between you and the 3rd party property.

## 6. INCLUSIONS & EXCLUSIONS

### INCLUSIONS

- Accommodation (on a shared basis)
- Excursions & activities mentioned.
- Meals, please note the basis outlined in the quote (B&B, HB, FB or AI)
- Fluent English-speaking driver/guide.
- Complimentary bottled mineral water.
- Emergency Evacuation Card (Flying Doctors)
- Transport and transfers where mentioned.

### EXCLUSIONS

- Visa's & International Airfares.
- Any extra activities not mentioned.
- Excess baggage charges.
- Travel insurance, medical cover.
- Personal expenses.
- Telephone charges.
- Tips & gratuities.

## 7. GORILLA PERMITS

- Gorilla Permits are issued solely by RDB (Rwanda Development Board), who also manage the Volcanoes National Park.
- There are a restricted number of permits available each day and these are sold on a first come first serve basis. Permits can only be confirmed or held on receipt of full payment at RDB, with full names and passport information attached.
- The minimum age to embark on a gorilla trek is 15 years old, with no exceptions.
- Gorilla permits are non-refundable and non-transferable once purchased. Trekking date can be altered once, at a fee of \$300 per permit. It is therefore essential to ensure adequate insurance is in place prior to booking and paying for permits.
- These terms cover the other permit often booked for you, including chimpanzee and golden monkey trekking.