



Gorilla Neighbours , Tours & Travel Company

Kinigi – Musanze / RWANDA

Tel: +250 788 655 329 / info@gorillaneighbours.com

WWW.GORILLANEIGHBOURS.COM

TERMS AND CONDITIONS

Please take time to read the following terms and conditions of our services. Confirming a safari with Gorilla Neighbours Ltd implies that you have read fully understood and accepts the terms and conditions described below.

Any queries are welcome before you make your booking!

❖ Reservations

When booking your holiday direct with Gorilla Neighbours Ltd., please quote your intended date for arrival and departure, number of people traveling in your party and their respective genders & ages, accommodation preferences and flight details – if known. This will ensure that our arrangements are to your satisfaction.

To reserve gorilla permits we need your full names as they appear in passport, birth-date, your nationality, home address and passport number. Please note that for safaris that include gorilla tracking, advance bookings of at least three months or more if you plan to travel in the high season are strongly recommended if specific dates are needed. Children under 15 years are not allowed to track chimpanzees and gorillas. Anyone with signs of communicable disease will not be allowed to track the gorillas. Gorilla Neighbours Ltd. bears no responsibility for individuals rejected early from tracking by park Authorities.

Upon confirmation of the safari, the client must inform Gorilla Neighbours Ltd of any preferences and special requests of the participants; e.g. medical needs, diet, requirements relating to disabilities and any other requirements. Gorilla Neighbours Ltd will meet the requests if possible.

Many of the accommodation options offered by Gorilla Neighbours Ltd have limited capacity and therefore it is essential to make reservations well in advance. In the event that you wish to amend your reservation in any way, Gorilla Neighbours Ltd will endeavor to make the amendments and confirm accordingly. Gorilla Neighbours Ltd



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reserves the right to charge an amendment fee in accordance with any additional costs incurred, which will be added to the total invoice.

❖ **Payment**

A 50% deposit is required at the time of booking to confirm your safari. Gorilla and Chimpanzee trekking permits will be bought after receiving a full deposit of the permit fee at time of booking. The balance is to be paid one month before commencement of safari. If a reservation is made within 30 days of departure, the entire amount must be paid at the time of confirmation.

All prices are quoted in US dollars. Note that payments by MASTER CARD & VISA attract a 4 % bank surcharge and transactions have to be made preferably two months prior to the start of your safari. You can alternatively do payment by Bank transfer, the client incurs the bank charges. If payment is not received in accordance with the above, Gorilla Neighbours Ltd has the right to cancel the booking.

❖ **Cancellation**

All cancellation requests must be made in writing and shall be effective on the date of receipt by Gorilla Neighbours Ltd.. Refunds on all prepaid money will be based on cancellation fees levied by the hotel, lodges and the banks. Generally a 50% charge on cancellations with 14-35 days, 75% charge with 2-24 days, and no refund for cancellations of forty-eight hours or less. We reserve the right to deduct all the expenses incurred from any money paid. Please note that gorilla, chimp and golden money permits cannot be refunded.

While every effort will be made by Gorilla Neighbours Ltd to ensure all bookings and arrangements are completed to the client's full satisfaction, Gorilla Neighbours Ltd cannot accept liability for any injury, damage or delay caused directly by hotels, restaurants, transport carriers or any other service agency or company with whom bookings have been made.



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❖ **Transfer of Booking**

In the event that you are unable to travel due to extraordinary circumstances, we may transfer your booking to another party provided the arrangements remain the same and if suppliers (permits, lodges etc.) are all willing to accept the transfer. Gorilla, Chimpanzee and golden monkey permits are non-refundable but are transferable under some circumstances.

❖ **Alteration of Tour**

The right is reserved to alter any route or arrangement, to cancel the operation of any scheduled tour should the conditions necessitate. If that happens you shall be notified as early as may be practical. Gorilla Neighbours Ltd. reserves the right to change and adjust the tour schedule, transportation, accommodation and services indicated in the itinerary in the event of unforeseen circumstances before arrival.

Should you fail to join a tour, join it after departure or leave prior to completion; no tour fare refund can be made.

Gorilla Neighbours Ltd. reserves the right to refuse any person from participating or continuing on any tour if, in Gorilla Neighbours Ltd.' opinion or in the opinion of any other person in authority, the person concerned behaves in such a way as to cause or be likely to cause danger, hazard or inconvenience to any third party, damage to property or to environments and ecosystems. No refunds will be made and Gorilla Neighbours Ltd. shall not be liable for expenses incurred as a result of the termination.

❖ **Transport**

The mode of transport utilized will be dependent on the number of clients and the route taken based on the specifications of the chosen itinerary. Every effort is made to ensure that vehicles are provided in a roadworthy condition but no liability can be accepted for a puncture, breakdown, damage, or any delay as a result of the poor road conditions.



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On most our safaris we use 4WD minibuses (up to eight passengers) with pop-up tops, 4WD land cruisers or other vehicle types requested by clients. Groups of twelve or more people who would like to travel in one vehicle are offered 25-28 seat coasters that have about 16 window seats.

Experienced English speaking driver/guides are provided; who will be the only persons allowed to drive the vehicles of Gorilla Neighbours Ltd.. The driver's decision on all matters, such as the route taken, is final. Gorilla Neighbours Ltd. reserves the right to alter any route or arrangement, to cancel the operation of any scheduled tour or vary the safari services in any way in the event of unforeseen circumstances, such as road closures, bad weather, problems with national parks or hotels and security considerations. In such cases alternative arrangements will be made as circumstances permit.

❖ **Accommodation**

Accommodation is based on twin bed rooms or tents with private bathrooms where possible. Single rooms may be available with the payment of a supplement fee but cannot always be guaranteed. Some facilities have double beds available upon request.

Gorilla Neighbours Ltd reserves the right to substitute equivalent or superior hotels. If a hotel of equivalent standard is not available Gorilla Neighbours Ltd. may substitute the next best quality hotel or suggest a superior at an extra charge.

❖ **Tour Price**

The price quotes are inclusive of all transportation as per the itinerary, park entrance fees, sightseeing as noted, permits where applicable, drivers allowance, bottled water and third party insurance unless stated differently.

The rates are not inclusive of traveler Insurance (which should be purchased individually), local airport departure tax, international flight, visa fees, tips, meals not



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mentioned in the itinerary, supplemental activities not included in the itinerary, sodas and alcoholic beverages, telephone calls, laundry and other personal expenses.

Prices quoted to our clients are subject to change without notice and are not guaranteed until confirmed. Prices are subject to change based upon accommodation availability, your tour alterations and other parameters until time of full and final confirmation.

Gorilla Neighbours Ltd. reserves the right to adjust the price at any time should there be any fluctuation in the exchange rate or increase in the cost of any proportion of the tour, though the company will make every effort to minimize the increase.

❖ **Emergency and Safety**

While Gorilla Neighbours Ltd. ensures that you are safe while on safari, we highly recommend that you take the necessary medical and travel insurance through your Agent before coming to Uganda.

❖ **Liability**

Gorilla Neighbours Ltd reserves the right to employee subcontractors to carry out all or part of the services agreed to be supplied.

All bookings are accepted on the specific condition that Gorilla Neighbours Ltd and its agents (who are chosen with utmost care) act only as agents of passengers in all matters relating to hotel/lodge accommodations, tours, transport, etc. Gorilla Neighbours Ltd will not be responsible for errors or omissions by the suppliers. Whilst every care is taken, Gorilla Neighbours Ltd. shall not be liable for injury, delay, loss or damage in any manner whatsoever whether to person or property.

All information given in the itinerary to our clients is to the best of Gorilla Neighbours Ltd.' knowledge and based on the latest information available. Gorilla Neighbours Ltd. cannot be liable for modified information from third parties after the moment of sending, nor for any obvious typing errors.



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Gorilla Neighbours Ltd.' liability to passengers is governed by the respective laws of the country. All claims are subject to the jurisdiction of the courts of the country in which the cause of action arises.

Gorilla Neighbours Ltd cannot accept liability or pay compensation for unforeseen circumstances beyond the control of the company or its staff, including flight delays/cancellations or force majeure such as war or threat of war, riots, civil disturbances, terrorist acts, border closure, acts of government or other authorities, strikes, thefts, pandemics, epidemics, road closures, industrial disputes, natural or nuclear disaster, extreme weather conditions, fire, technical and/or mechanical problems to transport and all similar events beyond the company's control.

❖ **Complaints/Refund**

Gorilla permits are 100% non-refundable. However, they can be transferred in some instances. No refunds will be made for any unused services, late arrival or no-show of any of the members of the tour.

Complaints must be reported immediately to the driver/guide or Gorilla Neighbours Ltd. representative and to the supplier of the service in question, who will do their best to resolve the matter. If the problem is not solved to the client's satisfaction the complaint should be reported in written form and not later than 30 days after completion of the tour.

Liability for any complaints not notified in accordance with the above described procedure cannot be accepted.

❖ **Viewing Animals**

Caution is advised when viewing the animals, please be advised that there are no 100% guarantees as in zoo. It is a privilege to see animals in their natural habitat, keep a safe distance while taking photographs. The Gorillas and Chimpanzees permits guarantees you will track gorillas to their location but does not guarantee that they will be in plain sight.