

Reservations

Booking Conditions

We strongly suggest you print and read these conditions before you proceed.

Please note that it is essential to read and understand the conditions of booking below and the about Wildlifetours - Rwanda, what we're about section when you book. Please ensure you have read and understood the itinerary and style of the trip/s you are booking. Wildlifetours - Rwanda accepts bookings subject to the following conditions:

Validity

The prices listed are based on the costs and exchange rates current at the time of pricing. Wildlifetours - Rwanda reserves the right to alter these prices at any time. For trips departing between 01 January 2008 and 31 December 2012, the land price of your trip is guaranteed when you have paid in full. For trips departing beyond 31 December 2008, prices are indicative only. All information in the brochure is accurate to the best of our knowledge, but please note that changes to our trips (which can be significant) can and do occur. Wildlifetours - Rwanda will make every effort to keep you informed of any changes.

Cancellation by the traveller

Loss of monies paid applies to all cancelled reservations. The date of trip cancellation is the date on which the written cancellation is received by Wildlifetours - Rwanda. The loss of monies paid is as follows, per person:

- * 60 days or more prior to trip departure - Loss of deposit
- * Between 30 and 59 days prior to trip departure - 50% of total booking cost or loss of deposit; whichever is the greater
- * Less than 30 days prior to departure - 100% of total booking cost

No refunds will be made if you voluntarily leave a trip for any reason after the trip has begun. Refunds will be at the discretion of Wildlifetours - Rwanda if you are involuntarily forced to leave a trip for any reason. No refunds will be made for any accommodation, transport, sightseeing, meals or services not utilized. Please note that these conditions apply to land Wildlifetours - Rwanda content only. Different fees may apply to airline tickets. You are strongly advised to take out cancellation insurance at the time of booking which will cover cancellation penalties in certain circumstances (Note: such insurance will not cover a change of mind).

Cancellation by Wildlifetours - Rwanda

Wildlifetours - Rwanda reserves the right to cancel any trip before it is guaranteed to run, but will not cancel a tour less than 60 days before departure. A trip is guaranteed to run once it has one fully-paid traveller, unless minimum numbers state otherwise. This applies to departures within the validity range. Wildlifetours - Rwanda reserves the right to cancel any trip, including a guaranteed trip, at any time prior to departure due to terrorism, natural disasters, political instability or other external events which make it unviable for Wildlifetours - Rwanda to operate our planned schedule. If Wildlifetours - Rwanda cancels a group adventure trip on which you are holding a fully paid

booking you may choose between an alternative trip or a full refund. The company is not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations, non-refundable flights or loss of enjoyment, etc. If the alternative trip chosen is of a lower value than that originally booked then you are entitled to a refund of the price difference. If the alternative tour chosen is of a higher value then you will pay the difference in price.

Booking amendments

If you wish to change your booking in any way, the following fees will apply:

* Transfer from one tour to another:

- Amendment request received by Wildlifetours - Rwanda 60 days or more prior to your original tour departure date - USD\$125 per person per change. A transfer can only be made to a departure date within the current validity.
- Amendment request received by Wildlifetours – Rwanda less than 60 days prior to your original tour departure date - charges as per cancellation fees.
- If there has been any change in the price of the tour you change your booking to, since the time of your original reservation, the new tour price will apply to the new reservation. These fees are in addition to any charges levied by hotels, transporters or airlines.

* Changes to any other arrangements made in conjunction with your tour booking (eg: hotels, transfers, etc.)

- Amendments to any other arrangements made in conjunction with your tour reservation will incur a USD\$50 administration fee per booking per change. This fee is in addition to any charges levied by hotels, transport or airlines.

* No amendments are permitted to your booking within 10 days of departure.

Late bookings

For bookings made within 15 days of departure, Wildlifetours - Rwanda reserves the right to charge a late booking fee of USD\$50 per booking. On some trips it is not possible for us to accept late bookings.

Local payment

Most of our trips involve a local payment. This amount is the final payment for your tour. Local payment, in the specified currency in cash, is to be made to your leader upon arrival. Information on your local payment is shown with the price in our brochures. The local payment is non-refundable and is considered part of your total tour payment.