



for Your Premier Safari Experiences!

Booking Terms & Conditions and General information.

Adventure Consults is an East African safari company based in Uganda, specializing in safaris throughout the region. We aim at providing you with Premier Safari experiences of a lifetime, whether you are searching for the amazing Gorillas in Uganda and Rwanda or marveling at the spectacular "Migration" in Kenya and Tanzania.

The information given here or anywhere on our website or marketing material is solely for the purpose of providing guiding information on how to help you make your booking without much difficulty.

Whilst Adventure Consults has taken all reasonable steps to ensure the accuracy of the information on the website and/or any other marketing material at the time of its inclusion, Adventure Consults cannot accept liabilities for any inaccuracies or omissions.

All information hereunder, on our website or any other documents in general is provided on an "as is" basis and without warranties, representations or conditions of any kind either express or implied.

Please read the Terms and Conditions and the Travel Notes carefully as they form the basis of your contract with us. Key terms are 'you, us & we' where by all persons or any one that intends to use or book Adventure Consults' services is 'YOU' and Adventure Consults Uganda Limited is 'US or WE'. The terms below are subject to change at short or without notice depending on circumstances.

These terms shall be governed and construed by the laws prevailing in the country where services are provided and any disputes arising from or in relation thereto shall be subject to the jurisdiction of the courts of the particular destination (country).

At the time of booking confirmation, the person who is in contact with us or any of our representatives shall confirm in writing that he/she and on behalf of all travelling along have read and understood our terms and conditions and shall be bound by them.

Making payment means you have confirmed your booking with us and therefore an acknowledgement that the contents of our terms and conditions are clear and acceptable to you.

Insurance: We believe that your safety and holiday enjoyment are very important and therefore insist you **MUST** have adequate travel insurance. In addition to health and safety reasons, insurance helps as we shall not be liable for cancellations/amendments due to unforeseen eventualities like war or threat of war, riots, civil strife, border closures, unexpected government acts, terrorist activity, industrial disputes, natural or nuclear disaster, extreme weather conditions, fire, technical and/or mechanical problems to transport, road closures, disease and all similar events beyond our control.



for Your Premier Safari Experiences!

CANCELLATIONS & AMMENDMENTS.

Whereas we take great care to provide all services for confirmed bookings, we reserve a right to change/modify the booking/holiday. Occasionally, these changes would be minor and may not affect the nature of the safari significantly. In a case where there are significant changes that may affect the nature of your safari, we may give you the choice to book an alternative holiday if not comfortable with the suggested changes at No extra cost. The cost of an alternative safari shall not exceed the cost of the initially confirmed safari.

While Adventure Consults will make every effort to assist you if you wish to alter your safari arrangements, we cannot guarantee that we shall meet such requests due to limitations related to service providers' booking terms and conditions plus availability status on the new dates. Requests for any itinerary changes must be in writing and you should ask for a confirmation from us that necessary changes have been made. In an event that we incur any costs as a result of safari plan changes, you will be liable for any such costs. These costs may include cancellation charges at accommodations, Gorilla permits which are nonrefundable/transferrable, Chimpanzee permits or any related costs depending on our suppliers' terms and conditions.

Your safety and comfort while on safari is our first priority. We shall therefore respect travel advice from different boards or any precautions given by relevant authorities against travelling to certain destinations. In this respect, we reserve a right to cancel a confirmed booking due to unusual or unforeseeable circumstances beyond our control. Adventure Consults shall not be liable for any costs incurred due to such circumstances but may help to recover some expenses depending on cancellation terms and conditions of respective service providers. Please refer to our insurance section on page 1 of this document for such related eventualities that may cause last minute changes.

We reserve the right to terminate your holiday if, in our opinion or in the opinion of any other person in authority, you are not in good health (mental or general health) or you are likely to be a problem to the society/community in terms of security/health. We shall hand you over to relevant authorities or recommended medical personnel for immediate attention. No refunds will be made and we shall not pay any expenses or costs incurred as a result of such circumstances – refer to the insurance section.

Should you or any member in your party wish to cancel your holiday, you must tell us in writing. Your cancellation notice will therefore be effective on the date it is received at our office or by any of our representatives and you will get an acknowledgement that we are in receipt of your request. If you do not hear from us, please endeavor to follow-up with a call, short message services using the provided telephone numbers.



for Your Premier Safari Experiences!

It's of our interest that the you do not incur costs as a result of cancellation, but considering that we meet costs to ensure that your reservations are in place, a minimal cancellation charge shall apply as below. Where the cancellation charge is shown as a percentage, this is calculated on the total cost payable by the persons cancelling excluding the cost of Gorilla and Chimpanzee permits.

60 days or more you forfeit the deposit.
59 to 20 days – 50%.
Less than 19 days 100%.

GORILLA PERMITS

Gorilla permit bookings and tracking are within the booking terms and regulations of relevant authorities. Permits are open to the public for sale two years in advance and sold on first come first serve basis with payment. We shall not be liable for failure to secure permits due to your delay in making payment. A gorilla permit is not a guarantee of seeing gorillas.

Unforeseen circumstances may sometimes limit access to the gorillas at short notice. We are unable to accept liability for any conditions that might lead to gorilla viewing being cancelled, whether it is closure of the National Park or borders, absence of the gorillas, security changes or any related causes. Refunds are entirely at the discretion of the relevant authorities but we shall do our best to help while respecting partner rules and regulations.

Adventure Consults – Uganda & Rwanda contacts.

<p>Plot 37/39, Tulip Plaza, Ntinda-Nakawa Road, Opposite Crest form, PO Box 3113, Kampala.</p> <p>Email: sales@adventureconsults.com Website: www.adventureconsults.com</p>	
<p>Telephone contacts; Uganda/Rwanda: Fixed line: +256- (0) 312-108-260. Mobile: +256 – (0) 772 657-767. Mobile: +256 – (0) 392 000-523.</p> <p>USA: Jane Behrend; +1-404-993-6116 jane@emergingdestinations.com</p> <p>Jessie Bligh +1-770-377-8892 jessie@emergingdestinations.com</p> <p>www.emergingdestinations.com</p>	<p>Emergency or 24/7 contact numbers & email;</p> <p>Brian Mugume; brian@adventureconsults.com +256 (0) 772 657767 / +256 (0) 702 657767.</p> <p>Agnes Mugume; agnes@adventureconsults.com +256 (0) 772 326 430.</p> <p>Osborn Kinene (Kigali); info@adventureconsults.com +250 (0) 785 987 981 or +250 (0) 787 315 111.</p>



for Your Premier Safari Experiences!
