GOEXPLORE

GOEXPLORE BOOKING TERMS & CONDITIONS 2024 – 2025

1. **Booking Confirmation:**

   A booking is confirmed upon receipt of a non-refundable 30% deposit. However, for trips that include **Gorilla & Chimpanzee trekking permits, confirmation will need a non-refundable100%** payment for the permits, and a 30% deposit for the main trip no later than 7 days after confirmation of the trip. This is the only way we can guarantee a space on the trip.

2. **Payment:**

   Full payment is required 30 days prior to the tour departure date. Failure to complete payment may result in cancellation of the booking and forfeiture of the deposit.

3. **Primate Permits:**

   - Gorilla permits are **800** US$ per permit in Uganda
   - Gorilla permits are **1,500** US$ per permit in Rwanda
   - Chimpanzee permits are 250 US$ per permit Both in Uganda & Rwanda
   - Gorilla and Chimpanzee trekking are subject to availability of permits, which are limited to 8 per Gorilla family per day and 6 per Chimpanzee family per day.
   - Gorilla and Chimpanzee trekking permits cannot be held / secured / booked – they are only secured once physically paid for. We can check availability of permits but we cannot hold them.
   - We will invoice for the permits, and as soon as the funds clear in our account, we will go ahead and purchase.
   - Gorilla and chimpanzee trekking permits are non-transferable and non-refundable.
   - Minimum age limit for gorilla trekking is 15 years and 12 years for Chimpanzee trekking.

4. **Cancellation Policy:**

   - 60 days or more prior to arrival – no cancellation fee applicable
   - 59 - 31 days prior to arrival – 30% cancellation fee applicable
   - 30 - 16 days prior to arrival – 50% cancellation fee applicable
   - 15 days to arrival – 100% cancellation fee applicable
   - "No Shows", a 100% cancellation fee applicable

   Note:
   - Gorilla & Chimpanzee trekking permits' deposit payment is non-refundable.
   - We are always flexible with our terms depending on the prevailing situations.

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5. **Amendments:**

   Changes to the booking (e.g., date changes, name changes) are subject to availability and may incur additional charges.

6. **Travel Insurance:**

   It is strongly recommended that all clients purchase travel insurance to cover any unforeseen circumstances that may affect their travel plans. Insurance must include but not be limited to emergency operations, repatriation expenses, personal accident injury and death. In addition, the Client must be comprehensively insured against any loss or damage due to the loss of baggage or personal belongings and for flight cancellations or delays.

7. **Responsibility:**

   GoExplore shall not be liable for any loss, damage, injury, or expenses incurred due to factors beyond our control, such as weather conditions, natural disasters, political instability, or personal negligence.

8. **Health and Safety:**

   Clients are responsible for ensuring they are medically fit to undertake the tour. Any health or dietary requirements must be communicated in advance.

9. **Documentation:**

   Clients are responsible for ensuring they have valid passports, visas, and any other necessary travel documents required for the tour.

10. **Force Majeure:**

    The tour company reserves the right to modify or cancel tours due to force majeure circumstances. In such cases, clients will be offered alternative options or a refund, minus any non-recoverable costs.

By booking a Safari with GoExplore, you agree to abide by these terms and conditions. For any queries or clarifications, please contact our Guests' Relations Officers

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