



HOUSE OF NATURE SAFARIS

discover your new trip



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House of Nature Safaris - Terms & Conditions

These Terms & Conditions govern the relationship between House of Nature Safaris a registered tour operator based in Nairobi, Kenya, and you, the client. Upon booking and participating in any safari, tour, or related service offered by the Company. By booking a safari with us, you acknowledge that you have read, understood, and agree to be bound by these T&Cs.

1. Booking and Confirmation

1.1 Inquiry and Quotation: All safari inquiries will receive a detailed quotation outlining the itinerary, inclusions, exclusions, and total cost. Quotations are valid for a specified period, typically 14-30 days, due to fluctuating accommodation and service prices.

1.2 Reservation: To confirm a booking, a non-refundable deposit of 30% of the total safari cost is required at the time of reservation. Bookings made within 60 days of the safari start date require full payment immediately.

1.3 Confirmation: Upon receipt of the deposit, the Company will issue a booking confirmation, which will include a detailed itinerary, payment schedule, and any other relevant information. This confirmation signifies the acceptance of your booking by the Company.

2. Payment

2.1 Balance Payment: The remaining 70% balance of the safari cost is due no later than 60 days prior to the safari start date.

2.2 Payment Methods: Payments can be made via bank transfer (SWIFT/wire transfer) or credit card (Visa, MasterCard). Please note that credit card payments may incur a surcharge to cover processing fees. Details for payment will be provided on your invoice.

2.3 Failure to Pay: Failure to make the final payment by the due date may result in the cancellation of your booking, with forfeiture of the deposit.

3. Prices and Surcharges

3.1 Price Inclusions: Safari prices typically include accommodation as specified, meals as specified, park entrance fees, ground transportation in a safari-adapted vehicle, services of a professional safari driver-guide, and bottled water during game drives. Specific inclusions will be detailed in your quotation.

3.2 Price Exclusions: Prices typically exclude international and domestic flights (unless specified), visa fees, travel insurance, gratuities for guides and lodge staff, alcoholic beverages, laundry services, personal expenses, and any activities not explicitly mentioned in the itinerary.

3.3 Surcharges: The Company reserves the right to impose surcharges due to unforeseen circumstances beyond our control, such as significant increases in park fees, government taxes, fuel costs, or exchange rate fluctuations. We will endeavor to notify you of any such surcharges at the earliest possible time. If a surcharge

exceeds 10% of the total safari cost, you will have the option to cancel your booking and receive a full refund of all monies paid, excluding any non-refundable deposits for flights or other third-party services already purchased.

4. Cancellation Policy

4.1 Cancellation by the Client: All cancellations must be submitted in writing (email is acceptable) to the Company. The effective date of cancellation will be the date we receive your written notification. The following cancellation charges will apply:

More than 60 days prior to safari start date: Forfeiture of the 30% deposit.

31-60 days prior to safari start date: 50% of the total safari cost.

0-30 days prior to safari start date: 100% of the total safari cost.

4.2 Cancellation by the Company: While rare, the Company reserves the right to cancel a safari due to unforeseen circumstances such as political instability, natural disasters, or insufficient bookings. In such an event, you will be offered an alternative safari of comparable value or a full refund of all monies paid. The Company will not be liable for any additional costs incurred by you, such as international flights or visa fees.

5. Changes and Amendments

5.1 Changes by the Client: Any requests for changes to a confirmed booking must be submitted in writing. While we will endeavor to accommodate reasonable changes, these are subject to availability and may incur additional costs. An administration fee may also apply.

5.2 Changes by the Company: The Company reserves the right to make minor changes to the itinerary, accommodation, or services due to unforeseen circumstances (e.g., road conditions, weather, lodge availability). We will always strive to provide alternatives of equal or higher standard. Major changes will be communicated to you as soon as possible, and you will have the option to accept the changes, choose an alternative safari, or receive a full refund for the affected portion of the safari.

6. Travel Insurance

It is mandatory for all clients to have comprehensive travel insurance that covers personal accident, medical expenses, emergency evacuation, baggage loss, and trip cancellation/interruption. Proof of valid travel insurance may be requested prior to your safari departure. The Company will not be responsible for any costs arising from your failure to obtain adequate travel insurance.

7. Health and Safety

7.1 Medical Conditions: You must inform the Company at the time of booking of any medical conditions, allergies, or disabilities that may affect your ability to participate in the safari. We reserve the right to decline a booking if we believe a client's health condition poses a risk to themselves or others.

7.2 Vaccinations and Medications: It is your responsibility to consult with your doctor regarding necessary vaccinations, malaria prophylaxis, and any other health precautions required for travel to Kenya.

7.3 Safari Risks: Safaris involve inherent risks, including but not limited to encounters with wild animals, uneven terrain, and remote locations. While our guides prioritize your safety, you acknowledge and accept these risks. You must follow the instructions of your guide at all times.

8. Passports, Visas, and Vaccinations

8.1 Passport Validity: Your passport must be valid for at least six (6) months beyond your intended departure date from Kenya and have sufficient blank pages for entry and exit stamps.

8.2 Visas: It is your sole responsibility to obtain the necessary visas for entry into Kenya. Visa requirements vary by nationality, and you should check with the relevant embassy or consulate well in advance of your travel date.

8.3 Yellow Fever: A valid Yellow Fever vaccination certificate may be required for entry into Kenya, especially if you are arriving from or transiting through a country with a risk of Yellow Fever transmission.

9. Luggage

Due to space limitations in safari vehicles and light aircraft (if applicable), luggage is restricted to one soft-sided bag per person, weighing no more than 15-20 kg (33-44 lbs), including hand luggage. Hard-shell suitcases are generally not suitable. Specific luggage allowances will be detailed in your pre-departure information.

10. Photography and Marketing

The Company reserves the right to use any photographs or videos taken during the safari for promotional and marketing purposes, including on our website and social media, unless you explicitly request otherwise in writing prior to your safari.

11. Complaints

If you have a complaint during your safari, please inform your safari guide or the Company management immediately so that we can attempt to resolve the issue on the spot. If the matter cannot be resolved locally, please submit your complaint in writing to the Company within 30 days of the completion of your safari. We will not be liable for any complaints not brought to our attention during the safari or within the specified timeframe.

12. Limitation of Liability

The Company acts as an agent for various third-party service providers (e.g., hotels, airlines, transport companies). While we exercise due diligence in selecting reputable partners, we shall not be liable for any loss, damage, injury, delay, or inconvenience caused by the acts or omissions of these third-party providers. [14] Our liability for any claim arising from your safari is limited to the total safari cost paid by you.

13. Governing Law and Jurisdiction

These T&Cs shall be governed by and construed in accordance with the laws of Kenya. Any disputes arising out of or in connection with these T&Cs shall be subject to the exclusive jurisdiction of the courts of Kenya.

14. Acceptance of Terms

By proceeding with a booking and making payment, you confirm that you have read, understood, and agree to these Terms & Conditions.