TERMS AND CONDITIONS

Please read these terms and conditions carefully. They constitute the terms on which you enter into a contract with JUEL TOURS (Hereafter referred to as “JUEL TOURS, “we”, “our”, “us”). They contain some exclusions and limitations of liability.

1. Prices/reservations/payment

To secure a booking with Juel tours you should fill a booking form provided in our website providing all the information required. You should also confirm that you have a valid travel insurance cover at the time of your vacation.

The party leader (you) should be at least 18 years of age and must be authorized to make the booking on behalf of all the persons named in the booking list in cases of corporate or group bookings.

1. Method of payment

Payments can be made through cash deposits, electronic bank transfers, debit or credit card, bank deposit, mobile money or Mpesa deposit and PayPal transfer. All documents will be posted to the billing address of the credit/debit card holder and not to the address of the passenger unless they are one and the same.

1. Acceptance of Booking and the Contract.

Once your holiday has been confirmed by us, it is at this time that a contract is made between you and Juel tours and is subject to these booking terms. We will normally confirm your booking within 3 working days, although in some circumstances it may be possible that due to a problem confirming with a supplier, it takes a little longer. If for any reason we are unable to confirm your holiday, and you are unhappy with our proposed alternative, we will refund your payment in full

1. Your booking is only accepted on the understanding that you realize that we cannot be held responsible for the consequences or effects of flight cancellations, strikes, riots, sickness, adverse weather conditions, mechanical breakdown or any other unpredictable or unforeseen circumstances that may have a consequential or material effect on the contents or timing of your holiday
2. Insurance.

It is a condition of our acceptance of your booking that you take out insurance at the time of booking and it is your responsibility to do so. A suitable insurance policy should provide adequate cover for medical expenses arising through illness or accident prior to or during the holiday and loss of holiday monies through cancellation and curtailment of the holiday for insurable reasons.

1. You should ensure that there are no exclusion clauses limiting protection for the type of activities in your itinerary. We cannot be held responsible if you purchase an inadequate insurance policy or if you fail to notify your insurance company of any factors affecting your particular requirements for cover. If you fail to take out adequate travel insurance it will be deemed that you have indemnified Juel tours from any consequential loss.
2. Amendments

We will try to accommodate any changes you wish to make to your itinerary, but after you have paid your deposit and finalized your booking, these will be subject to a certain administration fee. Alterations to some services may be subject to a cancellation charge from a supplier of that service, which we will advise you of at the time of the change. If any member of your party is prevented from travelling, the person(s) concerned may be able to transfer their place to someone else (introduced by you) providing we are notified not less than 2 weeks before departure. The request must be made by email where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee must be paid before the transfer can be effected.

1. Cancellation policy

Juel tours understand that at some point things can come up unexpectedly and force you to cancel your trip with us. We also understand that things can happen out of our control and we get to appoint where we are unable to offer our services to you. If any of this occurs we have various options to deal with the situation as caring travel partners.

1. Cancellation by you

-When cancellation is by a customer, if done one month before the arrival/event date, 100% refund of the booking fees and any deposits are done.

-if cancellation is done in 2 weeks to the due date, 10% of the deposits made is charged and any amount chargeable by the service suppliers and any amount remaining is refunded to the customer.

- Cancellations done with less than one week to arrival date 100% of the deposit is forfeited.

b. cancellation by us

- if cancellations is done by us due to eventuality outside our control, 100% of the deposit fee is refunded.

Please be aware that depending on your itinerary it is possible that hotelier or other service provider may have higher cancellation charges than those charged by us. Should this be the case, we reserve the right to pass these on. If there is cause to cancel your booking due to illness or certain other unavoidable circumstances, you should refer to your travel insurance policy, as you may be able to recover the cancellation charges through the insurance. You are reminded that once a deposit has been taken and we have confirmed the booking, a contract exists and that we are entitled to make a claim in law for the above cancellation charges even if you have not completed payment of the balance of the holiday cost.

All cancellations must be advised to Juel tours by an email to [infor@jueltours.co.ke](mailto:infor@jueltours.co.ke) or by a letter quoting your holiday reference number. Cancellations are effective from the day we receive your notification.