Safari Symphony Terms and Conditions

1. Introduction

By booking a safari or any other services with us, you agree to the following terms and conditions. These terms and conditions are designed to ensure a clear understanding of our services and your responsibilities as a guest.

2. Booking and Payment

2.1 Booking Confirmation

- A booking is confirmed when we receive a non-refundable deposit of 30% of the total safari cost. The balance must be paid no later than 90 days before the safari start date.

2.2 Payment Methods

- Payments can be made via bank transfer, credit card, or other payment methods as specified in our booking correspondence.

2.3 Late Payments

- If the final payment is not received by the due date, we reserve the right to treat the booking as canceled, and the cancellation policy will apply.

3. Cancellations and Refunds

3.1 Guest-Initiated Cancellations

- Cancellations must be made in writing and are subject to the following penalties:
    - More than 60 days before the safari start date: Loss of deposit.
    - 30 to 60 days before the safari start date: 50% of the total safari cost.
    - Less than 30 days before the safari start date: 100% of the total safari cost.

3.2 Company-Initiated Cancellations

- Safari Symphony reserves the right to cancel any safari due to circumstances beyond our control, including but not limited to natural disasters, political instability, or unforeseen safety concerns. In such cases, guests will receive a full refund or the option to rebook at a later date.

4. Changes to Itinerary

4.1 Guest-Initiated Changes

- Requests to change the itinerary must be made in writing. We will accommodate changes where possible, but additional costs may apply.

4.2 **Company-Initiated Changes**

- Safari Symphony reserves the right to alter the itinerary due to unforeseen circumstances, such as weather conditions, road closures, or safety concerns. Any significant changes will be communicated promptly to guests.

5. Travel Insurance

- All guests are required to have comprehensive travel insurance covering medical emergencies, trip cancellations, and personal belongings.

6. Health and Safety

6.1 **Health Requirements**

- Guests must inform Safari Symphony of any medical conditions, dietary restrictions, or other special needs at the time of booking. We will make reasonable efforts to accommodate these requirements.

6.2 **Safety Regulations**

- Guests must adhere to all safety instructions provided by Safari Symphony staff and guides. Failure to comply with safety regulations may result in termination of participation in certain activities or the entire safari without refund.

7. Responsibilities and Liabilities

7.1 **Guest Responsibilities**

- Guests are responsible for ensuring they have the necessary travel documents, including passports and visas. Safari Symphony is not liable for any issues arising from incomplete or incorrect travel documentation.

7.2 **Company Liabilities**

- Safari Symphony is committed to providing safe and enjoyable experiences. However, we are not liable for any loss, injury, or damage to guests or their property during the safari, except where such loss, injury, or damage is due to our negligence.

8. Complaints and Dispute Resolution

- Any complaints must be reported immediately to our office. We will strive to resolve any issues promptly. If a satisfactory resolution cannot be reached, the complaint must be submitted in writing within 14 days of the safari's end date.

9. Governing Law

- These terms and conditions are governed by the laws of Kenya, and any disputes arising from them shall be subject to the jurisdiction of Kenyan courts.

10. Acceptance of Terms

- By booking a safari with Safari Symphony, guests acknowledge that they have read, understood, and agreed to these terms and conditions.

Contact Information:

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These terms and conditions are subject to change without notice. Please review them periodically for any updates.