



## **TERMS & CONDITIONS – AFRICA MEMORIES**

### **1. Payment Terms**

#### **Gorilla Permits**

- 100% payment is required within 7 days of invoice issuance to secure permits.

#### **Domestic Flights**

- 100% payment is required within 7 days of invoice issuance.
- *Note: Airline-specific terms may apply and can vary.*

#### **Tour Arrangements**

- 30% deposit within 7 days of invoice issuance
- 70% balance due 40 days prior to client arrival

\* A higher deposit may be required to secure certain accommodations, depending on the property, season, or supplier policies.

#### **\*\* Festive Season (1st December – 15<sup>th</sup> February):**

- 50% deposit required at booking
- Remaining 50% payable 60 days prior to arrival



## **2. Cancellation & Amendment Policy**

Any changes to travel arrangements must be communicated promptly. We will endeavor to offer suitable alternatives where possible. Failure to provide adequate notice may result in cancellation fees. Any additional costs arising from amendments will be borne by the client.

This policy applies to all packages operated by **Africa Memories Ltd**

### **Gorilla Permits**

- 100% non-refundable

### **Domestic Flights**

- 100% non-refundable
- *Subject to airline-specific conditions*

### **Tour Arrangements**

- **40 days or more before arrival:**
  - \*30% of total tour cost charged
- **0–39 days before arrival:**



\*100% of total tour cost charged

### **Festive Season (1st December – 15<sup>th</sup> February):**

- **More than 90 days before arrival:**
  - 50% of total tour cost charged
- **0–90 days before arrival:**
  - 100% of total tour cost charged

### **3. Flexible Terms (Global Emergencies e.g. COVID-19)**

In cases where travel becomes impossible due to global emergencies or government restrictions:

1. Each case will be reviewed individually, depending on accommodation policies and government regulations regarding permits.
2. Rescheduling is generally permitted within 12 months at no additional cost:
  - Subject to availability
  - Subject to price adjustments for different travel seasons
3. Partial refunds may be considered if cancellation occurs at least 60 days prior to arrival:
  - A non-refundable administrative fee of USD 250 will apply



#### **4. Code of Conduct**

Clients are required to comply with all local laws and regulations of Rwanda, Uganda and Tanzania as well as instructions from guides and tour staff.

Africa Memories reserves the right to remove any client from a tour without refund if their behavior:

- Poses a risk to themselves or others
- Disrupts the group experience

Acceptance of the booking confirms agreement to these terms.

#### **5. Insurance**

Africa Memories provides:

- Fully insured vehicles operating within Rwanda, Uganda and Tanzania.
- Emergency evacuation cover via **Akagera Aviation / AMREF Flying Doctors**
- Liability insurance

**Clients are required to arrange their own:**

- Travel insurance
- Medical insurance



- Coverage for personal belongings

## **6. Medical & Travel Requirements**

Clients are responsible for:

- Ensuring compliance with all health and vaccination requirements
- Obtaining valid passports and visas

Africa Memories is not liable for any issues arising from failure to meet these requirements.

## **7. Force Majeure**

Africa Memories shall not be held liable for failure or delay in performance due to circumstances beyond reasonable control, including but not limited to:

- Natural disasters
- Government actions or regulations
- War, civil unrest, or strikes
- Epidemics or pandemics
- Transportation disruptions

In such cases, all reasonable efforts will be made to provide alternatives or reschedule services where possible.