

## **Zoar Tours And Safaris: Terms and Conditions**

### **1. "Start Your Unforgettable Journey: Reserving Your Adventure with Ease!"**

We're thrilled to be part of your Kenyan adventure. To secure your spot, kindly make reservations in writing with as much notice as possible.

### **2. Flexibility in Your Plans: Cancellation & Amendments Made Simple**

Life can be unpredictable, and we understand that. For Group /FIT tours, confirm your reservation with a non-refundable 30% deposit if booked more than 30 days before departure. Within 30 days, full payment is required. The balance is due 8 weeks prior to departure or as per the invoice.

### **3. Transparency in Pricing: Understanding the Tour Price**

Our prices are based on current exchange rates and may vary due to factors like Government action, Value Added Tax, or transportation costs. All prices are quoted in USD. Once full prepayment is received, there will be no adjustments to the tour price.

### **4. Your Satisfaction Matters: Refunds & Unused Services**

While we strive to adhere to our tour itinerary, sometimes unforeseen circumstances may arise. Zoar Tours & Safaris cannot be held liable for denied or unavailable tour arrangements. We always endeavor to act in your best interest while ensuring your safety.

### **5. Your Safety, Our Priority: Travel Insurance & Health Precautions**

We care about your well-being during your journey. It is essential for passengers to have comprehensive travel insurance, including medical and cancellation coverage. If needed, you can purchase insurance through Zoar Tours & Safaris before arriving in Kenya.

### **6. Pack with Confidence: Luggage & Personal Effects**

Your belongings are important, and we advise travelers to limit luggage to one standard suitcase (max 20 kg) and one small piece of hand luggage. When on specific charter flights, luggage restrictions may apply. For your peace of mind, consider effecting adequate insurance.

#### 7. Hassle-Free Travel Documents: Visas, Health Requirements & Passports

To ensure a smooth journey, passengers should have correct vaccination certificates, driver's licenses, and insurance policies. It's essential to check visa requirements for Eastern African countries. We recommend consulting a doctor or travel clinic before departure for health precautions.

#### 8. Comfortable Accommodations, Your Way: Single & Shared Options

We understand that personal preferences vary. Zoar Tours & Safaris will strive to accommodate your specific requests, subject to availability. Single accommodations are available but may come at an additional cost. Kindly note - in the event that the hotels listed don't have available booking, we shall book an alternative hotel, within the same location and of equal standards.

#### 9. Trust in Our Experience: General Responsibility & Indemnities

Your trust is valuable to us. Zoar Tours & Safaris acts as your agent, arranging services while adhering to our principals' conditions. Our experienced team exercises discretion in cancellation, amendment, or termination situations for the safety and well-being of all passengers.

#### 10. A Safari with Caution: Wildlife Encounters

While safaris offer thrilling experiences, we must remember they involve wild animals. Zoar Tours & Safaris, its employees, and agents cannot be held responsible for any incidents that may occur during the safari.

#### 11. Streamlined Payment & Confirmation: Easy Booking Process

Once you've booked your tour, written confirmations will be sent, and original documentation handed to you upon arrival. Final payment is due 8 weeks before arrival or as per the invoice, while bookings made within 30 days require full payment.

#### 12. Tailored to Your Desires: Special Requests

Your satisfaction is our priority. If you have special requests for meals, rooms, or any other preferences, let us know at least one month in advance. We'll do our best to fulfill them, though we can't guarantee every request.

#### 13. Smooth & Comfortable Transportation: Getting Around with Ease

Your travel comfort matters to us. We work with carriers to provide well aerated coaches or mini-buses, ensuring a seamless journey. While we strive for punctuality, transportation may be affected by traffic or weather conditions.

#### 14. Your Financial Security Matters: Industry Memberships

We take pride in being a member of KATO and ESOK, as a supporting testament to our commitment to professionalism and your financial security.

#### 15. Guiding Your Adventure: Registered & Specialist Guides

For a rewarding experience, Zoar Tours & Safaris exclusively uses registered and specialist guides. We'll make every effort to provide guides who speak your preferred language, when available.

#### 16. Legal Clarity & Fairness: The Contract between Us

To ensure transparency and fairness, the relationship between Zoar Tours & Safaris, operators, agents, and passengers shall be governed by Kenyan laws. Our contracts will always be in writing, safeguarding your interests."