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Terms & Conditions – Updated June 2022

Disclaimer – These conditions supersede any previously issued conditions and come into effect immediately.

Reservation

Prices will always be quoted in United States Dollars (USD) and will be shown as two separate costs and a total. The first cost will be the Ground Handling and the second cost will be the Permits. Once a safari is confirmed, a booking a deposit of 25% of the Ground Handling cost and 100% of the permit cost is payable. Please note that Let's Go Travel will not book any services or purchase any permits until the deposits have been paid. Once the deposits have been received confirmation of the services booked and permits bought will be sent through to you.

The balance of the Ground Handling must be paid at least 30 days before the start of the tour. We accept deposit payment by bank wire transfer, or by credit card - Visa, Mastercard, and American Express. Credit cards are subject to a 5% surcharge. Balance of payment is payable 30 days before provision of services.

Accommodation

Generally, we reserve rooms based on two persons sharing a double room. Single rooms are reserved at supplementary cost. We reserve the right to book accommodation at alternative hotels/lodges where hotels/lodges named are not available.

Transportation

Transport on safari in Uganda is provided in 4 wheel-drive vehicles. City and other similar transfers may be provided in minivans. The company reserves the right to employ the services of sub-contractors where necessary. We supply bottled water for you in all vehicles during safaris. We recommend you use bottled water for drinking purposes at all hotels and lodges, and not to drink water direct from the tap.

National Park Rules

You are advised to observe rules of various national parks for your own safety.

Alteration to Tours

Every effort is made to adhere to itineraries advised to clients. However, should it be necessary to change the sequence of an itinerary or lodge due to weather conditions, or any other cause, the company reserves the right to do so.

Tour Prices

Prices are based on prevailing tariffs at the time of printing and are subject to change without prior notice. In case of increases in tariffs outside of our control e.g. park entry fees and activity tariffs, you will be advised accordingly.

Visa Requirements

Most nationals will require visas for Uganda. The cost is USD \$50 per person per entry. We recommend that you apply and acquire your visa in advance, at least a week to arrival. Please follow the link below to apply for your Uganda visa <https://visas.immigration.go.ug/#/help/visa>. Visas can only be obtained on line.

Health

Please ensure you consult with a travel clinic or your physician for the appropriate medication. Usually this prescription starts a couple of weeks prior to your arrival, and continues for a couple of weeks after your return. Simply put, if you aren't bitten - you can't catch malaria. Wearing long sleeved shirts and long trousers after dark will reduce the possibility of being bitten

Please ensure that you are up to date with the current COVID-19 entry and exit requirements for Uganda.



These requirements change from time to time. The current requirements (As of June 2022) No PCR test is required for Fully Vaccinated travelers for both arrival and departure from Entebbe unless it's a requirement for your next destination, unvaccinated travelers still require negative PCR test done within 72 hours for Arrival and departure from Entebbe.

Vaccinations and Yellow Fever

We recommend that our guests consult the closest Uganda embassy for current requirements. Your travel clinic or physician can brief you on recommended vaccines. The rules for Yellow Fever vaccination state that entry to Uganda from a Yellow Fever Endemic Zone requires a vaccine. Persons older than 60 or younger than 1 are exempt. Anyone with a letter from a doctor saying that they are unable to take it are also exempt. If entry into Uganda is direct from a non-endemic zone (e.g. Europe, USA, Australia) then no vaccine is required.

Insurance

When paying your deposit, we would suggest you take out insurance at the same time against unforeseen cancellation, medical evacuation and luggage loss. Equally important is the need to check that your health and life insurance will cover you throughout your safari. The health insurance policy will need to cover you in the unlikely event of you requiring emergency evacuation or repatriation. At present we do not sell travel insurance, so this must be obtained in your country of origin.

Air Transfers

All the companies that we use for air transfers, whether they be scheduled or chartered, are locally licensed and fully authorized.

CANCELLATION POLICY

All requests for cancellation must be made in writing.

Ground Handling

In case of Full cancellation, the following charges will apply on the Ground handling of the tour price:

Between 90 - 30 days	25%
Between 30 - 15 days	50%
Between 15-7 days	75%
Within 7 days	100%

Should you wish to postpone the safari instead of cancellation, Lets Go travel will facilitate rebooking the trip to a new required date subject to availability and the related price changes.

Your respective Tour consultant will work out any price increment if any and will be communicated to you at the time of rebooking.

Gorilla & Chimpanzee Trekking Permits

Gorilla and Chimpanzee permits cannot be booked and are only confirmed on full payment.

Gorilla and Chimpanzee permits are not refundable, once you choose to cancel your Safari, the full payment made for Gorillas and chimpanzee permits will be forfeit. However, if you wish to reschedule your Tracking permits (Gorilla and Chimpanzee Permits) Uganda Wildlife Authority accepts two free rescheduling up to future dates up to July 2024. A third reschedule can only be made with the express agreement from the Executive Director of Uganda Wildlife Authority and is charged at 25% of the permit value.

For previously cancelled permits and whose credit notes were issued by Uganda wildlife Authority, these credit amount must be utilized by December 2022 after which they will be forfeit



Complaints

Should a problem occur, please advise both ourselves and the supplier of the service in question immediately as most problems are resolved most easily on the spot. Should you remain dissatisfied, please write to us setting out the complaint in detail within 28 days of the end of our services under the contract. We cannot accept responsibility for any complaints which are not notified entirely in accordance with this clause.

Force Majeure

"Force Majeure" means those circumstances where the performance of our contract with you is prevented or affected by reasons of war, threat of war, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, governmental actions and all similar events beyond our control. In these circumstances, we shall not be liable to pay any compensation or otherwise be responsible for any expenses or losses you might incur where we are forced as a result to cancel, delay, curtail or change your arrangement in any way or where the performance or prompt performance of our contractual obligations is prevented or affected.

Liability

The company and its agents accept no responsibility for personal injury, accident, illness, death, delays, theft, loss or damage to baggage or any other personal properties or alteration or cancellation of itinerary due to force majeure. The company will not be held responsible for delays, cancellation or non-acceptance of reservation of air space. Let's Go Travel Uganda liability is governed by the laws of Uganda and no other country. Any claim would be subject only to the Ugandan Courts