



## Terms & Conditions

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

### COVID CANCELLATION POLICY

#### Cancellation

In light of the Corona Virus global pandemic which made the Government of Uganda take the decision to close Entebbe International Airport. Any safari cancellation will be subject to the below. Please note that Let's Go Travel will only be able to issue a credit note in the cases where a refund is due. Please also note that any refunds due for Gorilla and Chimpanzee permits will only be able to be passed on to agents or clients once Let's Go Travel have received the credit statement from the Uganda Wildlife Authority.

#### Ground Handling

In case of cancellation, the following steps will be taken by Let's Go Travel

- 1 - Each cancellation will be looked at on a case by case basis
- 2- All cancellation requests will be subject to supplier's cancellation charges
- 3 - We are only able to offer credit notes and not cash payments in the event a refund is due

#### Gorilla & Chimpanzee Trekking Permits

Clients are able to choose from the two options below

1 - Cancelling Permits which will be subject to the normal Uganda Wildlife Authority permit cancellation process. Any credit arising from this process will be passed on the Agent only after Let's Go Travel has received the credit from the Uganda Wildlife Authority

Request made up to 8 days prior to the trekking date: no refund

Request made 9 – 45 days prior to the trekking date: 25% refund

Request made 46 – 90 days prior to the trekking date: 50% refund

Request made more than 90 days prior to the trekking date: 75% refund

2 - Applying for a Credit Statement which will enable the permits to be used at any time from the date of cancellation up to 31<sup>st</sup> December 2022. The credit statement will be in the name of Let's Go Travel, but can only be used with the authority of the Agent or Client who Let's Go Travel bought the initial permit for.

Please note that we are unable to pass on any credit notes for UWA permits until the Uganda Wildlife Authority has passed that the credit notes have been passed to LGT

#### Reservation

A deposit of 25% of the tour prices is payable at the time of the booking. The balance 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.

### **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 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, 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 where possible you obtain your visa in advance, although they are available upon arrival. To know if your nationality can obtain a visa on arrival and the cost, please check with the Uganda embassy closest to you or click on the following link <https://visas.immigration.go.ug/#/help/visa>

### **Health**

By far the largest health concern raised by travelers to Africa revolves around the issue of Malaria. 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

When it comes to water supplies, 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.

### **Vaccinations**

We recommend that our guests consult the closest Uganda embassy for current requirements. Your travel clinic or physician can brief you on recommended vaccines.

### **Yellow Fever**

The rules of entry to Uganda state that you require a Yellow Fever Certificate if travelling from or sometime transiting through a Yellow Fever Endemic Zone. 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.

### **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

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