

Terms & Conditions

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

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.

Gorilla & Chimpanzee Trekking Permits

As permits cannot be booked and are only confirmed upon payment, full amount (100%) is required to secure them at the confirmation of Safari.

If for whatever reason you are unable to travel there are only two options available you can either reschedule the permits you purchased to a later date, or we will endeavour to resell the permits to other travellers. Please note that the resale of the permits is not a guarantee of a refund. The refund only occurs if we are successful in reselling the permits. If we are unable to resell the permits then unfortunately no costs will be due back to you.

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 travellers 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 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 authorised.

Cancellation

In case of cancellation, the following charges will apply on the entire tour price:

Between 45 - 30 days	25%
Between 30 - 15 days	50%
Between 15 - 7 days	75%
Within 7 days	100%

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