

BOOKING TERMS AND POLICIES

When you book a tour with us, you acknowledge that you have read, understood, and agree to abide by these terms. If you are booking on behalf of others, you confirm that you have the authority to accept and do accept the terms on behalf of all participants in your party.

THE BOOKING CONTRACT

Your booking is confirmed, and a contract exists when Rwanda Eco Company and Safaris, or your travel agent, issues a written confirmation after receiving a 50% deposit of the total amount. Please carefully review your confirmation and promptly report any inaccuracies to us or your authorized agent. Ensure that the names match those in the relevant passports.

The agreement becomes effective after a 60% down payment or security deposit is collected that includes a non-refundable Gorilla permit bookings of USD 1500 for Gorilla trekking in Rwanda , USD 800 for Uganda or 400\$ for DRC.

If you book on behalf of others, you represent that you have obtained all required consents and are responsible for ensuring the accuracy of the information provided. Rwanda Eco Company and Safaris is not liable for any errors or omissions in the provided information.

GENERAL PAYMENT TERMS

- 60% of the total sum is due 7 days after reservation.
- The final sum must be paid 30 days before the tour begins.
- For bookings made 30 days before arrival, the entire reservation amount is charged immediately.

Payments by bank transfer can be completed using the invoice with bank details shared during your trip confirmation. Please note that all bank or transfer related charges are the responsibility of the client. Credit card payments are also available; however, they incur an additional 4% online processing fee. If you prefer this option, kindly inform us so we can issue a secure payment link.

COMPLAINTS

Any complaints about the tour, safari vehicle, or property conditions must be reported immediately. Urgent matters requiring immediate repair should be communicated by phone to the 24/7 service number. Feedback can also be given in writing by email. Unnoticed complaints will not be accepted.

SPECIAL REQUIREMENTS

Any special requirements must be disclosed at the time of booking. While efforts will be made to accommodate such requests, it may not always be possible.

MANDATORY INSURANCE REQUIREMENTS

Personal injury and emergency medical expenses must be covered by insurance. It is recommended to extend coverage to include cancellation, curtailment, and other expenses. Insurance is not included in the tour cost, and you must obtain separate coverage.

CANCELLATION BY THE PARTICIPANT

Cancellation fees are determined based on the date of the request and are a percentage of the total tour price. Gorilla permits are non-refundable once booked and paid.

30-59 days before departure: 25% cancellation fee.

15-29 days before departure: 50% cancellation fee.

1-14 days before departure: 100% cancellation fee.

No refunds will be provided once the safari has commenced. There will be no refund for any unused tours, accommodations, hires, services, or inclusions. Travelers must be aware of these cancellation policies to avoid any financial implications.

TRAVEL DOCUMENTS

It is your responsibility to have all required documentation for entry, departure, and travel. This includes a valid passport and necessary visas, permits, and certificates. You are responsible for the costs of missing or defective documentation.

FLEXIBILITY & UNUSED SERVICES

Adventure travel requires flexibility, and Rwanda Eco Company and Safaris may alter products, services, or itineraries due to unforeseeable circumstances. No reimbursements will be issued for unused services after departure.

PASSPORT AND VISAS

You must have a valid passport and obtain all required visas, permits, and certificates for the countries you will visit. Your passport must be valid for 6 months beyond the trip duration.

PHOTOS AND MARKETING

You consent to the use of images taken during the trip for advertising and promotional purposes.

PRIVACY POLICY

Any photo collected may be used for marketing. Details will be treated in accordance with the privacy policy available on our website.