

Lucy Ethiopia Tours

Terms & Conditions & Cancellation Policy

1. Booking & Confirmation

A booking is confirmed upon receipt of a 20% deposit of the total tour cost. The remaining 80% balance must be paid at least 7 days prior to the tour start date. For bookings made less than 7 days before arrival, full payment is required at the time of booking. Payments can be made via bank transfer or other agreed payment methods.

2. Prices & Inclusions

All prices are quoted in USD / EUR (as specified) per person. Prices include only the services clearly stated under 'Price Includes' in the itinerary. Typical inclusions may include accommodation, meals, domestic flights (if mentioned), transportation, guides, permits, and entrance fees.

3. Exclusions

International flights, visa fees, alcoholic beverages, personal expenses, and optional activities not mentioned in the itinerary.

4. Cancellation Policy

More than 30 days before arrival: 10% of total tour cost charged.

15–30 days before arrival: 20% charged.

7–14 days before arrival: 25% charged.

Less than 7 days or No-show: 30% charged.

5. Date Changes & Transfer

Bookings can be postponed and used later for the same itinerary without additional fees (subject to availability). Clients may transfer bookings to family or close friends at no extra cost.

6. Changes & Amendments

Changes after confirmation are subject to availability and may incur additional costs. Lucy Ethiopia Tours reserves the right to adjust itineraries due to weather, road conditions, regulations, or safety reasons.

7. Force Majeure

Lucy Ethiopia Tours is not liable for delays or cancellations due to events beyond control such as natural disasters, political issues, or flight cancellations. Alternative arrangements or rescheduling will be offered.

8. Health & Safety

Clients must ensure they are fit for travel. Some tours involve high altitude or extreme heat. Clients must follow guide instructions at all times.

9. Liability

Lucy Ethiopia Tours acts as an agent for service providers and is not responsible for third-party issues, but ensures high professional standards.

10. Transport

Vehicles are well maintained. In case of breakdown, a replacement vehicle will be provided at no extra cost.

11. Guides & Services

Experienced guides are provided. Local guides are used where appropriate. Escort guides available on request.

12. Special Conditions

If destinations become inaccessible, alternatives will be provided or itinerary adjusted accordingly.

13. Complaints

Issues must be reported immediately to the guide or office for prompt resolution.

14. Acceptance of Terms

By booking, clients agree to these terms and conditions.

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