

# Terms & Conditions: Kongoriver Safaris

Welcome to Kongoriver Safaris! Before booking your adventure with us, please read the following Terms and Conditions carefully. These terms govern the relationship between Kongoriver Safaris and its valued clients, ensuring a safe, enjoyable, and memorable experience for all parties involved.

## 1. Booking and Payment:

- All bookings are subject to availability and confirmation by Kongoriver Safaris.
- A deposit or full payment may be required to secure your booking. Payment can be made via our secure online payment portal or other agreed-upon methods.
- Payment in full must be received before the commencement of the tour.

## 2. Cancellations and Refunds:

- Cancellations made by the client must be communicated to Kongoriver Safaris in writing.
- Cancellation fees may apply based on the timing of the cancellation and the terms of the specific tour package.
- Refunds, if applicable, will be processed according to our refund policy and may be subject to deductions for any non-recoverable expenses incurred by Kongoriver Safaris.

## 3. Health and Safety:

- Participants are responsible for ensuring they are in good health and able to participate in the activities included in the tour.
- Kongoriver Safaris reserves the right to refuse participation to any individual deemed unfit for the tour due to health or safety concerns.

## 4. Travel Documentation:

- Clients are responsible for ensuring they possess valid travel documentation, including passports, visas, and any required permits, for the duration of the tour.
- Kongoriver Safaris will not be held liable for any consequences arising from inadequate or expired travel documentation.

## 5. Liability and Insurance:

- Kongoriver Safaris takes all reasonable precautions to ensure the safety and security of its clients during the tour.
- However, clients acknowledge that travel involves inherent risks, and Kongoriver Safaris shall not be liable for any loss, injury, or damage sustained during the tour, except where such loss, injury, or damage is caused by negligence on the part of Kongoriver Safaris.

- Clients are advised to obtain adequate travel insurance to cover unforeseen events, including but not limited to medical emergencies, trip cancellations, and lost or damaged belongings.

#### **6. Code of Conduct:**

- Clients are expected to conduct themselves in a respectful and responsible manner at all times during the tour, respecting local customs, traditions, and regulations.
- Kongoriver Safaris reserves the right to remove any client from the tour whose behavior is deemed disruptive or detrimental to the enjoyment of others.

#### **7. Amendments and Modifications:**

- Kongoriver Safaris reserves the right to make amendments or modifications to the tour itinerary, accommodation, or other arrangements as necessary due to unforeseen circumstances or events beyond our control.

By booking a tour with Kongoriver Safaris, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. We look forward to providing you with an unforgettable experience that exceeds your expectations. Safe travels!