

Terms and Conditions

By booking with Divulge Adventures, you agree to accept the terms and conditions associated with our tours. Once confirmed by us (DIVULGE ADVENTURES) - a period of payments commencing immediately alongside applicable fees/taxes come into effect in accordance with respective contractual agreements. Upon receipt of full payment for each service, we offer individually, access rights unlocking exclusive benefits will be granted, granting clients special privileges moving forward.

BOOKING & DEPOSIT PAYMENT:

Upon written confirmation from Divulge Adventures, please note that a deposit payment is required in accordance with the corresponding invoice. The amount of this first installment will range between 20 - 30% depending on the time frame of booking to start date; an additional second part may also be requested for larger sums. Following initial payments, full remittance must reach our offices 4-8 weeks before commencement and can alternatively be settled up front if necessary (in particular for last minute bookings). Vehicle hire or safari services provided by Divulge Adventures shall not begin until complete satisfaction has been made regarding funds due.

PAYMENTS:

- 1) **BANK TRANSFERS:** In a case, where payment is made by a bank transfer, ALL bank charges are to be paid by the client.
- 2) **CREDIT CARD:** Please note, in a case of payments by credit card, a surcharge can be added to cover processing of payment. (We shall communicate the same to you in writing). Also, credit card payments can be accepted via an on-line platform, called DIRECT PAY ONLINE. We will send you a link for the payment required.
- 3) **CASH:** Our payments can be made in cash, or with Dollars, Euros and Kenya Shillings. We'll keep you informed of the exchange rate before payment is due.

CANCELLATION:

The following cancellation charges will be payable. Should the need to cancel arise, promptly notify Divulge Adventures in writing. Unfortunately, the deposit will not be refunded regardless of how far in advance notice was given. Cancellation charges are imposed based on how close to the departure date: 90 days or more - Deposit forfeit; 90-60 days - 50%; 59-31 days – 75%; 30-0 days prior– 100%.

ITINERARIES:

Demands for safaris are significantly very high and can result in limited availability of lodge/hotel accommodation during some seasons. As such, it is important to note that all bookings will be confirmed by us beforehand via written communication from our suppliers. Although changes may occasionally occur without prior notice, we generally undertake to inform customers before departure should any arise. Single rooms are available at an additional rate, while guaranteed utilization of either Safari four-wheel drive vehicles or coaches depends on the route and number of participants, which have been specified within your booking confirmation document. We reserve the right to include sub-contractors when necessary as well as English-speaking chauffeurs/guides with every trip undertaken; however, occasional mechanical issues, unexpected lodging switches, or adverse road conditions could potentially lead to a modified routing plan for game viewing activities - nevertheless, very few itineraries tend to experience alteration albeit improved flexibility on behalf of clients allows excursions unique yet rewarding experiences uninterrupted.

INSURANCE:

There is no travel insurance cover included in the price of the ticket. We take no responsibility for any injuries or losses incurred while you are participating in any optional activities outside our all-inclusive package. We strongly recommend that you take out comprehensive insurance cover for cancellation, medical expenses, personal accident, personal baggage, money, and public liability before you travel. You may not be accepted as a tour passenger unless you have arranged satisfactory insurance. We take no responsibility for the theft, loss, or damage to personal belongings at any time during the duration of your tour.

GENERAL:

Prices of our services are constantly subject to alteration due to external factors such as existing fares and costs. We reserve the right to modify prices without prior notice with regard to their availability or changes in fare/cost levels.