

TERMS & CONDITIONS

We would like to take this opportunity to let you know about the financial protection that you have for your holiday.

Busanga safaris have enjoyed a steady growth in the number of clients traveling on safari over the last 10 years and with the number of our guests increasing so have the requests for flight inclusive packages.

Busanga have access to all of the international and regional airlines and are able to arrange competitively priced flights as part of your safari with us.

Busanga safaris Are ATOL members, ATOL is a financial protection scheme for holiday makers. If an ATOL tour operator fails, the ATOL scheme ensures our customers traveling an air travel inclusive package, do not lose the money paid over or are not stranded abroad, in the unlikely event of Busanga Safaris failure.

Click the following link to watch a video about the benefits of booking with Busanga Safaris an ATOL bonded safari tour operator.

[Pack With Peace Of Mind](#)

Terms

1. **INSURANCE:** The single most important condition of your booking is that you have full and comprehensive travel insurance. It is the customers responsibility to ensure they have full insurance cover from the moment that they place their order/reservation with Busanga Safaris and that the insurance covers the time periods before, during and after travel. If you have booked airline tickets directly with an airline or via Busanga Safaris these will be subject to the cancellation and change terms of the carrier which may vary to the terms of the safari for which you may like to be insured. A good insurance policy should include the following for your own benefit and peace of mind. Emergency medical evacuation & repatriation, medical expenses, loss of theft of your belongings/ baggage, expenses in the event of cancellation and personal accident, please check for any exclusions.

2. **FLIGHTS:** Busanga Safaris are ATOL bonded tour operators and can arrange flights to coincide with your International , regional and domestic travel plans.

Customers are welcome to book their international flights themselves directly with their preferred carrier, we will be happy to advise on which flights fit best with your safari plans. The contract here is between the customer and the airline carrier and would be subject to their terms and cancellation policies. We are always happy to offer as much assistance as is required to enable the client to complete the purchase of airline tickets.

2.2 **FLIGHT INCLUSIVE SAFARIS:** Where we offer a flight inclusive price / package for a particular safari. These are quoted based on average Economy Class seats from London (UK). Offered by our chosen carrier for that route, and are subject to availability at the time the clients actually book. if the quoted seats are sold out we will advise the client of significant cost changes and may suggest an alternative airline or route. These discounted airfares are subject to the refund or compensation terms of the carrier in respect of cancelation and delay. You may be asked to pay for flights at time of booking to secure a discounted rate.

3. **FINANCIAL PROTECTION:** We have a policy of paying our suppliers well in advance of our clients travel dates, so that if our company was to fail your bookings will remain intact. Busanga safaris is a member of ATOL. ATOL is a financial protection scheme for holiday makers. The ATOL scheme ensures our customers traveling an air travel inclusive package, do not lose the money paid over or are

3.1 **PAYMENT:** 30% deposit of the value of the ground package element only of your safari will be required on receipt of your booking confirmation. The balance (70%) will be due in full 40 days prior to departure or in the event of a short time between booking and departure full payment may be required with booking confirmation. Cheques for deposit or balance payments should be made to Busanga Safaris Ltd.

3.2 **PAYMENT MADE USING CREDIT OR DEBIT CARDS** will incur service fee's 4% of the cost of the invoice, depending on the card issuers terms.

3.3(a) **CANCELATIONS BY YOU:** If the customer is unable to undertake the safari, cancelations will be subject to the following conditions, which are calculated in % of the cost of the Safari, which the client will forfeit in the event of canceling.

More than 90 days prior to departure 30 % Between 90 and 30 days prior to departure = 50% Less than 30 days prior to departure = 100 %

The cost of your flight will be subject to the terms and conditions of the airline carrier, your contract here is with the airline. (Your travel insurers may offer cancelation cover, which can be reclaimed if you cancel 30 days prior to departure.)

3.3(b) **CANCELATIONS BY US:** In the very unlikely event that we have to cancel your safari for any reason not in our control or as a result of our decision not to undertake the safari for reasons of safety, we will contact you immediately and will undertake to provide a full refund of any payments we have received from you for the safari (this may exclude international flights). No further compensation will be given for consequential losses as a result of any cancelation made by us.

4. **PRICES:** Our Prices as outlined in our Web sites and printed information packs are based on "Per person".

4.1 **RATES INCLUDE:** accommodation, domestic ground transfers. Game viewing activities including bush

walks, game drives and most activities, but can vary depending on the particular camp or lodge, but will be provided as described in your itinerary information. Accommodation in Hotel, which we arrange for you, is booked on a Bed and Breakfast basis only.

4.2 RATES EXCLUDE: (a)* International Air fares , unless a part of the safari package (b) Travel insurance (c) Visa country entry charges if applicable (d) bills incurred whilst staying at the lodges and hotels described on our web site for any items not included in terms of your booking such as items of a personal nature, any other sundry items or meals incurred at the hotel.

4.3 EXCHANGE RATE FLUCTUATIONS. Busanga Safaris quotes prices in USD \$. In the event of unforeseen exchange rate fluctuation on the due date of your invoice which affects the gross cost of your safari when paid in GBP sterling or Euro's by more than 2% we reserve the right to revise the price of any safari in line with the exchange rate at that time.

5. WE OFFER discounted rates to groups of minimum 6 individuals traveling together and we will endeavor to provide own non shared accommodation but this can be subject to availability and will be confirmed at time of booking.

6. CHANGE OF PLAN BY YOU: We do not charge to alter any part of your safari however we cannot guarantee that we can or will be able to make changes as they will be subject to availability of accommodation and transport. We will however, endeavor to help you.

7. CHANGE OF PLAN BY US: Before you set we reserve the right to make changes to your itinerary which we will discuss with you at the time. We also arrange escorted safaris and where due to unforeseen circumstance a named Guide / Tour leader is unable to travel we will provide another suitable guide with the necessary skills and knowledge required. Local conditions and logistics can alter the best-laid plans, this does not mean you will not enjoy the safari you planned but timings may alter. If we are aware of a problem before you depart we will contact you to advise and if a planned part of your safari cannot be safely made (for example early rain makes access difficult), we will accommodate you at the other camps. If changes occur after the start of the Safari, the Camp Managers or your guide or a member of the Busanga / Tiger and Other Animals team (by phone) will make the best alternative plans, which they will discuss with you at the time.

8. SPECIAL REQUIREMENTS: Any requirements by the client for special dietary needs should be highlighted at the time of booking t

9. OUR LIABILITY: We accept our responsibilities in accordance with 1992 Consumer protection statutory instrument no 3288 Regulation 15 for the proper performance of our contract to you the client.

10. YOUR RESPONSIBILITY: It is the responsibility of the customer to ensure that all of their own necessary Immigration requirements are in place for the client to visit a country, such as Visa's if applicable. 10.1 It is a condition of your contract with us to act in a prudent manor reflecting the nature of the environment you will be in. Guides and suppliers reserve the right to deny access to an activity based on their own professional judgment and experience for health and safety reasons. Guides and suppliers reserve the right to take whatever actions as deemed necessary to control a situation created by disorderly conduct, which will not be tolerated. The safety and enjoyment of all guests is paramount.

10.2 Clients must act within the local Law. If you are unsure on any aspect check with the local Camp Manager.

10.3 Busanga Safaris Ltd / Tiger and Other Animals do not accept any responsibility if you fail to comply with any of the above conditions.

11. COMPLAINTS: If you are unhappy with any aspect of your safari whilst in camp please immediately speak to the Camp Manager or Busanga Safaris Ltd staff if accompanying your safari, who will endeavor to rectify the situation. If you are still not satisfied please make it known to our Camp Management and ask them to forward details of your complaint to us. The client should contact us by telephone and with full written details immediately on return and prior to 14 days from the end of the safari.

12.FORCE MAJEURE: Busanga Safaris Ltd / Tiger and Other Animals and our suppliers cannot provide compensation or accept any responsibility for occurrences of an unusual or unforeseen nature. This means occurrences beyond our control, the consequences of which could not have been avoided even if due care is being exercised, including but not limited to technical, maintenance or mechanical problems, industrial disputes, civil strife, war or threat of war, weather and or terrorist activity. We will always assist our clients in any such situation, but must limit our responsibility.

Busanga Safaris Privacy Policies

We work very hard to keep the information you give us safe. We follow strict security procedures on how your personal information is stored and used, and who sees it, to help stop any unauthorised person getting hold of it. The policy should be read in conjunction with our Terms and Conditions of use of Website and our Booking Conditions.

What Information We Collect

We collect information such as your name, contact details, passport details, travel preferences and special needs/dietary requirements that you supply us or is supplied to us, about you and other persons on your booking.

How We Collect Your Information

We collect your information when you request from us more details about our holidays, contact us by email or phone (and vice versa), make a booking, use our website, connect with us via social media and any other interaction we have with you. We will update your information whenever we can to keep it current, accurate and complete.

What We Use Your Information For

Supply Of Services And Fulfilment Of Contract

- To be able to supply you with our services, including your flight, holiday, security, incident/accident management, etc., we may disclose and process your information outside the UK/EEA. In order for you to travel abroad, it may be obligatory to disclose and process your information for immigration, border control, security and anti-terrorism purposes, or any other purposes which are deemed as appropriate. Most countries will only permit travel if you provide your advance passenger information (passport details), although these requirements may differ depending on your destination and you are advised to check.
- Information (such as health) may be viewed as “sensitive personal data” under the Data Protection Act 1998. We collect it to provide you with our services, cater to your requirements or act in your interest, and we are only willing to accept sensitive personal data on the provision that we have your positive consent. By booking with us you also agree for your insurers, their agents and medical staff to exchange relevant information and sensitive personal data with us in situations where we/ they need to act on your behalf or in the interest of passengers or in an emergency.
- We may collect and process your information for the purposes listed below and disclose the same to companies and service providers who act as “data processors” on our behalf, or to credit and fraud agencies (some of whom are located outside the UK/EEA). These purposes include service, customer care, operation and efficiencies, product innovation, administration, business management, risk assessment/management, security, fraud and crime prevention/detection, social media, reviews, advertising and marketing, research and analysis, activities and trends, profiling customer purchasing preferences, credit checking and debt collection, dispute resolution/litigation.
- Outside the European Economic Area (EEA), data protection controls may not be as strong as the legal requirements in this country, although we will take every effort to ensure your information is handled appropriately as much as possible.

If you do not agree to our use of your information as described above, we cannot accept your booking.

Marketing Material

- Using your information, on the condition that you have provided us with your consent to do so, we may contact you with or make available to you information about brochures, new products, services or forthcoming events. We may tailor the information you receive or see; this will mean we can make available to you more personalised and pertinent communications. We may use technologies and work with business partners to achieve this.
- We will always give you the opportunity to opt out of receiving brochures and newsletters, and you will always be able to unsubscribe from our each of our marketing emails (see 'Your Rights' below).

5. Google Analytics And Cookies

- We use Google Analytics to track how many visitors visit this website and which pages are visited the most. Google Analytics uses cookies in order to achieve this. Google Analytics does not collect or monitor any personal information about the visitor. We are not able to see who visited the website. By using our website, you consent to the use of cookies, if you would prefer that your visit to the website was not tracked, you can disable cookies within your browser. Our website contains links to third party websites not controlled or owned by us. For example, reference sites like ATOL or services websites such as safari camps own sites or airlines . It is your responsibility to check the status of these sites before using them.

6. Your Rights

- Please let us know in writing if you like to see the personal data we hold about you, as you are entitled to a copy of this information and to correct any inaccuracies. As soon as properly notified by you, we will take steps to stop using your information in this way. You will also be able to remove yourself from our emailing list by clicking on the “Unsubscribe” link at the bottom of all marketing emails.

7. Security Statement

We have taken all reasonable steps and have in place appropriate security measures to protect your information. This site is hosted on a server in the UK and any personal data retained by us with your consent will be processed in accordance with our registration under the Data Protection Act 1998.

8. Changes To This Policy

Any changes to this Policy will be either posted on our website, brochure and/or made available on request.