

Terms & Conditions

As you prepare for your maiden safari, it's equally important that you take a moment to read through our customer-friendly terms which follow below:

Safari booking

- Your transportation, full board accommodation, excursions and other services may not be independently and solely provided by Shuaa Safaris Limited.
- Much as efforts and extensive research are made when disseminating information out to clients, we're not held liable for any errors, omissions, inaccuracies or otherwise
- For Gorilla tracking activities, it's highly advisable to do it at the earliest by making full payments (Gorilla permits) and please furnish us your names as they appear in your travel documents (Passport).
- In the event that a client has some specialty say in diet, health, please notify us so that we see where and how to intervene.
- Safari packages are subject to availability and not guaranteed until confirmed; therefore it is essential to make reservations well in advance of your planned trip.
- Any adjustments in your safari budget and program should be communicated but note that our intervention to that effect may involve surcharges.
- We reserve the right to change and re-adjust the tour program, transport modalities, accommodation etc as indicated in the itinerary in the event of unforeseen circumstances before arrival even after arrival but before commencement of your Safari. Any changes to the itinerary will be communicated to the client as soon as possible.

2. Pricing regime

- The prices quoted for the various safaris are as per the itinerary and include the following services among others unless stated otherwise: full board accommodation in a hotel, lodge, guest house, banda, tent etc, sight-seeing as detailed in the itinerary, park entrance fees and ranger fees, airport transfers where applicable, ground transportation, English speaking driver/guides and bottled water in the vehicle.
- Expenses which are not covered such as international and domestic air fares, visa and meals not mentioned in the itinerary, drinks other than the mineral water provided in the vehicle, tips and gratuities for the guides and accommodation staff, laundry, travel insurance and other items of a personal nature.
- Prices on the website or quoted to our clients are subject to change without notice and are not guaranteed until confirmed in writing.
- We reserve the right to adjust prices at any time should there be any fluctuation in the exchange rate or increase in the cost of any element of the tour. We shall however make every effort to have the increments as minimal as we can.

Safari execution

- While it's a privilege to see animals in their natural habitat, we hold no guarantees of wildlife sight at all times. Extra precautions when viewing the animals is paramount and please follow the instructions given by either the tour guide or wildlife rangers
- A Chimpanzee/ Gorilla permit guarantees clients will be able to track these lovely primates in question but that does not guarantee the animals will be in plain sight.
- Accommodation may be single, twin or double with private washrooms where possible.
- Unless notified by the client in writing, we reserve the right to determine the type of food to be served to our guests and at what time of day or night. However, every effort is always in place to ensure that a sumptuous meal is served and at a convenient time.
- We reserve the right to substitute equivalent or superior hotels. If a hotel of equivalent standard is not available Shuaa Safaris may substitute the next best quality hotel or suggest superior standard accommodation but this change may attract extra charges
- We equally reserve the right to choose a transport mode to be used and this is usually dependent on the number of clients and route taken. Every effort is made to ensure that vehicles are provided in a roadworthy condition but no liability can be accepted for a puncture, breakdown, damage, or any delay as a result of the poor road conditions.
- Shuaa Safaris' experienced English speaking driver/guides are a key part of your tour and are the only ones authorized to chauffeur you throughout the excursion. Their decisions on all matters such as duration of the journey, route taken etc are final.
- We reserve the right to alter any route or arrangement, to cancel the operation of any scheduled tour or vary the safari services in any way in the event of unforeseen circumstances, such as road closures, bad weather, problems with national parks or hotels and security considerations. In such cases, alternative arrangements will be made as circumstances permit.
- It's our right to employ subcontractors to carry out all or part of the services agreed to be supplied.
- We reserve the right to prohibit any person from participating or continuing any tour if, in our opinion, the person concerned behaves in such a way as to cause or be likely to cause danger, hazard or inconvenience to any third party, damage to property or to environments and ecosystems. No refunds will however be made and Shuaa Safaris shall not be liable for expenses incurred as a result of the termination.

Payments

- Your tour can only be booked and confirmed upon payment of at least a 40% deposit of the basic program rate. For gorilla permits, a full advance payment of the permit fee is required in order to make the reservation.
- The safari balance should be paid not later than 30 days prior to commencement of the excursion unless agreed by the parties.
- Bookings made within 45 days before arrival must be paid in full at the time of confirmation.
- If no payment is received in accordance with the above, we shall cancel the booking without any consultation and notification.
- Payment can be made by bank transfer or cash, before the start of the safari and we shall issue a receipt which may be sent to you by electronic mail or otherwise. The costs of international transactions are fully met by the client

Cancellations and refund policy

For any cancellation to be allowed, it must be made in writing and shall be effective on the date of actual receipt by Shuaa Safaris Limited. The following cancellation charges apply:

- 60+ days prior to arrival 10% charge
- 59-30 days prior to arrival 25% charge
- 31-7 days prior to arrival 50% charge
- 6-2 days prior to arrival 75% charge
- 72 hours or less prior to arrival 100% charge
- Shuaa Safaris however reserves the right to deduct all expenses incurred from money paid. Gorilla and Chimp tracking permits are 100% non-refundable.
- No refunds will be made for any unused services, late arrival or no-show of any of the members of the tour.

Complaints

- Its Shuaa Safaris' policy to ensure that we exceed client's expectations in every area of the tour; however, suggestions are very much appreciated and entertained for this helps us improve our service delivery
- Any available complaints must be reported immediately to Shuaa Safaris by telephone or electronic mail on +256-782-355555 and info.shuaasafaris@gmail.com respectively and we shall do our best to resolve the matter. We however do not accept liability for any complaints not notified in accordance with the above described procedures.

Liability

- While every effort is done to ensure that services are offered as per the itinerary and carried out as specified in the most efficient way possible, we however, do not have direct control over other service providers and hence cannot not accept liability for delays, errors or omissions of such suppliers.
- Shuaa Safaris shall not be held liable for any loss, damage or injury of any nature whatsoever whether to person or property.
- Whilst every care is taken, we cannot be held responsible for the direct or indirect costs of loss or damage to baggage or personal possessions.
- Shuaa Safaris cannot accept liability or pay compensation for unforeseen circumstances beyond the control of the company or its staff, including flight delays/cancellations or force majeure such as war or threat of war, riots, civil disturbances, terrorist acts, border closure, acts of government or other authorities, strikes, thefts, epidemics, road closures, industrial disputes, natural or nuclear disaster, extreme weather conditions, fire, technical and/or mechanical problems to transport and all similar events beyond the company's control. It is the responsibility of the travel agency/wholesaler to ensure that all members of the tour have the appropriate passports, visas, travel permits, health certificates and other documentation required for the safari.
- It is the responsibility of the clients to take proper medical and practical precautions in regard to health and safety. Medical advice should be sought well before travelling.
- Clients are strongly advised to obtain comprehensive travel insurance before coming to Uganda. [Local evacuation coverage is available](#) in the unlikely event of a medical emergency while on safari a safari but this comes with a fee.

- The respective laws of the country govern Shuaa Safaris' liability to passengers carried in its own vehicles. All claims are subject to the jurisdiction of the courts of the country in which the cause of action arises.
- If you have any questions, please get in touch; for your enjoyment, comfort and safety are prioritized

Thank you for your time and wish you a safe and memorable adventure into the 'Pearl of Africa'