

TERMS AND CONDITIONS

FOR OUR PRIVATE OR GROUP TRIPS

ELOTOTO UGANDA LIMITED establishes that the traveler assumes and understands the inherent efforts of a safari, a predominantly land-based journey carried out in 4x4 vehicles, across roads and highways that are not always in optimal condition. During the journey, setbacks and difficulties inherent to the adventurous nature of the safari may arise, such as vehicle breakdowns, adverse weather conditions, Limited dietary choices, and the resulting physical and emotional fatigue for the traveler, among others.

ELOTOTO UGANDA LIMITED assumes that the traveler voluntarily participates in an international trip, understanding that the destination has significantly different characteristics than those of their country of origin, and that its structure and organisation at all levels may vary from what they are usually familiar with.

ELOTOTO UGANDA LIMITED assumes that the traveler is aware of the existence of endemic diseases other than those in their country of origin and is aware that it is advisable to follow prophylactic treatments, which are their sole responsibility.

ELOTOTO UGANDA LIMITED understands that the traveler is aware of the potential risks associated with this trip, such as car accidents, adverse natural phenomena, living and hygiene conditions inferior to those in their home country, animal attacks, poisonous bites, and, in more exceptional cases, crime or terrorism. The traveler also understands that they may not have access to rapid evacuation or comprehensive medical care in certain circumstances.

ELOTOTO UGANDA LIMITED understands that travelers assume that circumstances may arise during their trip that may result in changes to itineraries and activities, which will never be premeditated. These unforeseen events, if they occur, are solely attributable to the specifics of the type of trip and the location where the trip takes place.

ELOTOTO UGANDA LIMITED declines all responsibility for behaviour considered irresponsible by the traveler. ELOTOTO UGANDA LIMITED assumes that the traveler voluntarily accepts the risks associated with not following the rules of the guide or the establishments during this type of trip. The traveler releases all members of ELOTOTO UGANDA LIMITED from any liability for actions that endanger the traveler or the entire group.

Our trips, designed with great care and professionalism, are aimed at small groups, couples, families, and solo travelers. The main objective of these trips is to generate a positive impact both on the local community, providing direct income, and on the travelers themselves by incorporating activities related to social, conservation, and educational projects into the safari route. To ensure an optimal experience during the group safari, travelers should be aware of some rules that promote good group interaction, such as rotating 4x4 vehicles and avoiding offensive comments toward other participants.

IF YOU TRAVEL ALONE. Travelers joining our small group safaris must pay the individual supplement corresponding to a private room. If you are with another traveler in the same situation—and both agree—you can share a twin room (two separate beds) and thus avoid the individual supplement. There may not be enough twin rooms available; in this case, we will provide you with a double or triple room. If you initially paid the individual supplement and subsequently find a roommate, the full supplement will be refunded.

ELOTOTO UGANDA LIMITED assumes that travelers are informed of the country's general entry requirements and are responsible for presenting all necessary documentation upon arrival. If authorities deny entry to the country for failure to comply with these requirements, ELOTOTO UGANDA LIMITED declines all responsibility for the resulting consequences. Travelers are responsible for any expenses incurred, including the cost of sending documentation by courier if necessary. In such a situation, the agency's cancellation policy will apply.

ELOTOTO UGANDA LIMITED assumes that the traveler is aware of the general conditions of the contracted trip specified in this document and in the detailed itinerary.

GENERAL PAYMENT CONDITIONS

For customized trips, the payment schedule is as follows: (1) Within 15 business days of receiving the itinerary and invoice, 50% must be paid to reserve the package. (2) The remaining 50% must be paid 70 days before the departure date.

For other trips, the payment schedule is as follows: (1) A deposit of €200 per person must be paid to reserve the desired travel dates. (2) The remaining fee must be paid 70 days before the departure date. For late bookings (made within 2 weeks of the desired departure), payment is due immediately.

GENERAL CANCELLATION CONDITIONS

Cancellations made up to 70 days before the departure date are 100% refundable. Cancellations between 70 and 45 days prior to departure incur a 50% cancellation fee. Cancellations within 45 days of the departure date are subject to a 100% cancellation fee.