

## Travel information

### Safari Add-ons

#### Hot Air balloon safari

Rise with the African sunrise and float silently above the savannah. A hot air balloon offers spectacular aerial views of wildlife and golden plains – one of the most photographed moments on any safari. Perfect for honeymooners, families and photographers.

#### Bush breakfasts & sundowners

Savor a chef-prepared breakfast in the wilderness or relax with sunset drinks overlooking sweeping landscapes. This intimate moment connect you with Kenya and Tanzania's raw beauty.

#### Cultural visits to Masai & local communities

Discover authentic traditions through village visits, guided safari walks, and storytelling sessions with local communities. This add-on is ideal for travelers seeking meaningful human connections

#### Photography safaris

We offer guided photography sessions with expert's tips, prime viewing positions and special 4x4 setups .Great for beginners, influencers, and professional photographers.

#### Walking safaris

Get closer to nature with guided walking safaris, where experts rangers teach you about animal tracks, plants and survival in the bush. An immersive, educational, and thriving experience.

#### Luxury camp & lodge upgrades

Upgrade to signature lodges and tented camps that feature infinity pools, private decks, spa treatment, and gourmet cuisine.

## Terms & Conditions

These terms & conditions outline the policies that apply to all safari bookings and travel services offered by our company.

### Booking and reservations

All bookings with RWS are confirmed once a deposit is made. To ensure your Kenya safari tour and Tanzania wildlife adventure, guests must provide accurate information. Full payment is required before the start of the safari.

### Pricing and payment

Safari package prices are quoted in USD unless stated otherwise. Prices may vary depending on park fees, accommodation upgrades. Clients booking our African safari packages agree to settle all payments through approved methods. Bank charges are payable by the client.

### Cancellation and refund policies

Up to 60 days before the safari- no cancellation charges

Up to 35 days before the safari- 20% cancellation charges

Up to 15 days before the safari-40% cancellation charges

Less than 15 days or more than 3 days before the safari -60% cancellation charges

A 5% administrative fee will be deducted from the refund. Refunds are only credited to the original credit used to make the initial payment and only within 6 months of the refund being paid.

To cancel a booking you must notify the company immediately.

Certain expenses may not be refundable –airline tickets, visa fees, optional activity or excursions.

No show policy –if a customer fails to show up on the scheduled tour date without prior notice no fund will be issued

## Change of itineraries

We reserve the right to modify itineraries, accommodations, or transport arrangements due to unforeseen circumstances (i.e. weather, safety) and will be notified promptly of any significant changes.

## Sustainability

Integrating sustainability into operation enhances its reputation, appeal eco-conscious travelers, and contribute to environmental preservation and community well-being. Such sustainability initiatives include wildlife protection, conservation of natural resources, and community involvement.

## Travel insurance

It is the responsibility of each traveler to have adequate travel insurance covering personal injury, medical expenses,, repatriation , loss of luggage . We are not liable for any costs incurred due to insufficient or expired insurance coverage.

## Health and safety

Clients are responsible for ensuring they are fit for travel and participation in tour activities. Any health conditions or dietary restrictions should be disclosed at the time of booking.

## Code of conduct

Travelers are expected to respect local customs and environmental guidelines during the tour.

## Governing law & jurisdiction

These terms and conditions are governed by law of the country or region .Any disputes arising from these terms shall be resolved in the courts of the country or region.

## Dispute resolutions

Resolution policy helps prevent misunderstanding from escalating and provides a structured process for addressing conflicts.

## Privacy policy

Information we collect personal information-we may collect your personal information such as your name, email address, date of birth, passport information and payment details when you book your safari.

### How we use your information

- ✓ To process and confirm your booking
- ✓ To communicate with you about your tours
- ✓ To improve our services and customer experience

## Data security

We take measures to protect your personal information from unauthorized access or disclosure.

## Your rights

- ✓ Access to your personal information
- ✓ Request correction of inaccurate information
- ✓ Opt out of marketing communications
- ✓ Request deletion of your personal information .