

Travelboot Holidays Ltd – Terms & Conditions

1. General Booking Conditions

1.1 Contract Formation

Your contract is with **Travelboot Holiday Limited** (registration number 80020003259402), headquartered at Masaka Backpackers Cottage and Campsite, Masaka, Uganda, and Broadway Street, Masaka.

A contract is formed only when Travelboot Holiday Limited confirms acceptance of your booking in writing and issues a confirmation invoice/receipt. A deposit of **\$100 per trip participant**, plus the cost of any required permits (e.g., gorilla permits at USD 800 each, chimpanzee permits at USD 250 each), must be paid to secure your holiday.

The person signing the booking form warrants full authority to act on behalf of all named participants and accepts responsibility for all payments due.

1.2 Payment

The balance of all monies due must be paid no later than **20 days before departure**, unless otherwise agreed in writing. The Company does not accept responsibility for payments sent via couriers unless the courier is an authorized agent.

1.3 Changes by the Client

- Changes (e.g., passenger names, departure dates) must be confirmed in writing by the person who signed the booking form.
- An administration fee may apply.

1.4 Cancellation by the Client

Cancellation charges apply as follows:

- **60+ days before tour:** 20% deposit forfeited
- **14–0 days before tour:** 50% of total cost forfeited

1.5 Changes by the Company

While we aim to operate all tours as advertised, circumstances may require changes. In the event of a major change before departure, clients may choose to:

1. Accept another tour of equivalent or superior standard.
2. Accept a lower-standard arrangement with a refund of the difference.
3. Cancel the tour and receive a full refund.

1.6 Travel Insurance

Clients must arrange suitable travel insurance covering medical expenses, cancellation, and curtailment. The Company can assist but accepts no liability for inadequate coverage.

1.7 Behaviour

Clients must behave responsibly and avoid actions that cause offence, danger, or property damage. The Company reserves the right to terminate arrangements in such cases, with no refunds or compensation.

1.8 Age & Fitness

Clients must ensure they are fit to complete the chosen itinerary. Children under 16 may travel only if accompanied by a parent or guardian who accepts full responsibility.

1.9 Local Laws

Clients must obey the laws of the countries visited. Failure to do so releases the Company from all contractual obligations.

1.10 Illness or Disability

Medical conditions must be declared at booking. Failure to disclose may result in exclusion from the tour, with forfeiture of all monies paid.

1.11 Complaints

Complaints must be raised immediately with the tour leader or Company representative. Failure to do so may affect compensation claims.

1.12 Responsibility of the Company

Tours involve risks such as long drives and rough roads. Clients accept these risks. The Company accepts responsibility for death, injury, or loss only if caused by negligence of its employees or agents.

1.13 Travel Agents

Agents act as intermediaries. The Company is not responsible for errors or advice originating from agents unless the agent is a company agent.

1.14 Special Requests

Special requests must be made at booking. While efforts will be made to meet them, they are not guaranteed.

1.15 Privacy Policy

We collect personal details (e.g., names, emails, passport numbers, and payment details) to process bookings. Proper security measures are in place to protect this information.

1.16 Images

Images in brochures or on the website are illustrative only. Actual accommodation may differ depending on availability at the time of your booking. Clients agree that photos taken during tours may be used by the Company for promotional purposes.

1.17 Governing Law

This contract is subject to **Ugandan law** and the exclusive jurisdiction of Ugandan courts.

2. Car and Motorbike Hire Conditions

2.1 Definitions

“Licensee” and “us” refer to Travelboot Holidays Ltd, its agents, and representatives.
“Hirer” or “you” refers to the person renting the vehicle.

2.2 Risk and Delivery

- The vehicle is at your sole risk from delivery until return.
- You must inspect the vehicle upon delivery; failure to report defects means it is deemed in good condition.
- Vehicles must be returned undamaged, in good order, and roadworthy.

2.3 Warranties by the Hirer

You warrant that:

- All information provided is true.
- The driver holds a valid license and will not drive under the influence.
- The vehicle will not be used illegally, for hire, or in races.

2.4 Payments

You agree to pay:

- Rental charges as advertised.
- Costs for towing, damages, theft, or fire.
- Additional charges if the vehicle is returned late.
- Payments may be made in cash (USD or UGX, notes printed after 2013) or bank transfer.

2.5 Extension of Rental Period

Extensions must be requested at least 8 hours before return time and require additional payment.

2.6 Responsibility After Loss or Damage

- In case of accident, theft, or damage, notify police and the Company within 24 hours.
- Cooperate with investigations.
- Mechanical breakdowns due to normal wear will be resolved with a replacement vehicle within 24 hours.
- Hirer is responsible for luggage, tools, and camping gear.

2.7 General

- Vehicle ownership remains with the Company.
- Fuel costs are not included; no refunds for unused fuel.
- Vehicles must be returned by 6 PM unless otherwise agreed.
- If rented from another company, their terms will apply.

Managing Director:

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