

SAFARI BOOKING AGREEMENT, AMENDMENT, CANCELLATION & REFUND POLICY JOYINA SAFARIS AFRICA

This Safari Booking Agreement (the “Agreement”) is entered into between JOYINA SAFARIS AFRICA (hereinafter referred to as “JOYINA SAFARIS”), a duly licensed tour operator under the laws of Kenya, and the Client whose details appear below.

By confirming a booking, making payment, or participating in any safari or tour arranged by JOYINA SAFARIS, the Client acknowledges that they have read, understood, and agreed to be bound by the terms and conditions set out in this Agreement.

1. Booking Confirmation & Payment Terms

A booking is deemed confirmed upon receipt of a deposit or full payment as stated in the official quotation issued by JOYINA SAFARIS.

Deposit requirements:

30% of the total tour price per person (Low season: January–June)

50% of the total tour price per person (High season: July–December)

The remaining balance must be paid at least 14 days before departure, unless otherwise agreed in writing.

In some cases, the balance may be required to be paid in cash on the safari day, if communicated in advance by JOYINA SAFARIS.

Accepted payment methods:

Credit/Debit Card (Payment Link)

Bank Transfer

Mobile Money

Cash

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Any bank, card, or transaction charges are the responsibility of the Client.

2. Prices, Changes & Government Charges

All prices are quoted in the agreed currency and are based on costs prevailing at the time of quotation.

Prices may change due to increases in:

Government levies, Park and conservation fees, Airport taxes or regulatory charges

Clients will be informed of any such changes as soon as reasonably practicable.

3. Cancellation Policy

If a booking is cancelled, the following charges apply:

Cancellation Fee (% of Total Tour Price)	Days Before Departure
More than 60 days	Deposit forfeited (35%)
60 – 31 days	65%
30 – 16 days	85%
Less than 16 days	No refund
No-show	No refund

All cancellations must be submitted in writing via email to info@joyinasafaris.com.

The notification date and the departure date are not counted when calculating timelines.

In cases of force majeure (war, epidemics, natural disasters, or government travel advisories) occurring within 14 days prior to departure, cancellation may be allowed without penalty, subject to recoverable costs.

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4. Refund Policy

Refunds are processed as follows:

Payment Method	Processing Time
Bank Transfer	7-14 business days
Payment Link	7-14 business days
Mobile Money	Within 72 hours
Cash Payments	Within 72 hours (Cash/Mobile Money)

Refunds will be made to the original method of payment.

Deductions:

4% transaction fee

10% consultation fee

Total deduction: 14%

No transaction fee applies if the amount is credited toward a future booking.

Credit notes:

Valid for 1 year and its Transferable

Validity may be extended if new travel dates are provided before expiry.

If a trip is cancelled after commencement, refunds (if any) will be limited and subject to amounts recoverable from hotels, transport providers, or contractors.

JOYINA SAFARIS bears no responsibility to refund unused accommodation, transportation, meals, or missed services.

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5. Travel Documents & Client Responsibilities

Travel documents (vouchers, flight tickets) are issued after full payment is received.

Its client's responsibility to ensure Passports is valid for at least six (6) months beyond the return date.

Clients are responsible for obtaining Required visas, Vaccinations and medical clearances

Any advice provided by JOYINA SAFARIS regarding visas or medical requirements is information only.

6. Liabilities, Wildlife Risks & Unauthorized Arrangements

JOYINA SAFARIS acts as an intermediary in arranging safari services and shall not be liable for loss, injury, damage, delays, inconvenience, or additional expenses caused by:

Third-party service providers

Wildlife behavior or natural conditions

Weather, force majeure, or regulatory actions

Acts or omissions of the Client

Any agreements, payments, route changes, or services arranged directly with the driver/guide without prior written authorization from the JOYINA SAFARIS office are deemed unauthorized.

JOYINA SAFARIS shall **not be responsible** for consequences arising from such unauthorized arrangements.

All official communication and approvals must be made strictly through the JOYINA SAFARIS office.

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7. Travel Insurance

Clients are strongly advised to obtain comprehensive travel insurance covering:

Medical emergencies, Trip cancellation or curtailment, Delays, Personal accident, Loss of personal belongings

Insurance coverage is the sole responsibility of the Client.

8. Claims & Disputes

Any complaints or claims must be **reported immediately** to the JOYINA SAFARIS office or local representatives for prompt resolution.

Failure to report issues in a timely manner may limit or invalidate claims.

9. Client Acknowledgment

The Client confirms that:

They have read, understood, and agreed to all terms and conditions herein.

They accept responsibility for their personal belongings, health, travel documents, insurance, and conduct.

They acknowledge that these terms constitute a legally binding agreement with JOYINA SAFARIS AFRICA.

10. Acceptance & Signatures

Client Details

Full Name(s): _____

Passport / ID Number: _____

Nationality: _____

Contact Number: _____

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JOYINA SAFARIS AFRICA

+254 723243468 / +254 703546762

info@joyinasafaris.com



Email Address: _____

Next of kin: _____

Client Declaration

I/we confirm that I/we have read, understood, and agree to be bound by the terms and conditions of this Safari Booking Agreement.

Client Signature: _____

Date: _____

For JOYINA SAFARIS AFRICA

Authorized Representative: _____

Signature: _____

Date: _____

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