

Entebbe, 14.06.2006

TERMS AND CONDITIONS

JOINING A TRIP AND PAYMENT

Double check the exact itinerary, permits, accommodation, meals, services and prices being quoted and then confirm in writing you wish to proceed.

A per person deposit of US\$500, along with completed Reservation Certificate, is required to ensure your reservation. Early reservation is essential to guarantee your accommodation on the date you wish to travel and airlines sell out their best fares many months in advance.

A participant interested in any of our gorilla tracking trips must pay for the gorilla tracking permits in full (\$375 per permit for both Uganda and Rwanda) along with the per person deposit of US\$500.

Reservations made within 60 days to departure require full payment with the Reservation Certificate plus additional charges if any, for expenses incurred due to special mailing, handling, fax charges, etc.

Acceptance of a deposit does not constitute acceptance by the company of the booking. Acceptance of the booking shall be evidenced by the forwarding to the participant or his agent of an invoice indicating an amount due/or owing by the participant to Naturetrack Expeditions. Upon confirmation you will be issued with more detailed information on all requirements, what to take etc.

Full payment for the trip should be effected 60 days prior to departure. Failure to effect payment within this period will be considered a cancellation and our cancellation charges stated below will apply. In the event of default in payment Naturetrack Expeditions, may recover from the client all costs and expenses, including, without limitation, reasonable attorney fees incurred in exercising its right to collection of such payment.

A person may transfer to another trip without penalty by notifying us of his/her wish to transfer 61 days or more prior to departure. After that the person is subject to cancellation fees outlined below.

Full insurance cover required for the trip must be obtained and the cover note to be shown to the company on email. It is a condition of booking that all clients must have, and must demonstrate to the company prior to their departure, adequate insurance for the duration of the tour.

We do not organise or sell flights and clients need to make their own arrangements to arrive in Entebbe airport on the day before their safari leaves.

Refund policy

We understand how disappointing it is for travellers in the event they are forced to cancel their adventure, especially one that they have been looking forward to for a long time. But we too plan for these adventures for quite a long period prior to take off and must continually deposit payments to hotels, lodges and camps for the accommodation booked. Therefore we must strictly adhere to our refund policy for all our travellers. We hope you understand. We strongly suggest purchasing travel insurance. It is the traveller's responsibility to do this. In case you are required to cancel your trip, the following is our cancellation policy:

Cancellation made more than 61 days prior to the trip =US\$100

Cancellation made 45 – 60 days prior to date of trip =10% of trip cost, 90% refund

Cancellation made 30 – 44 days prior to date of trip =20% of trip cost, 80% refund

Cancellation made 10- 29 days prior to date of trip = 30% of trip cost, 70% refund

Cancellation made 0 – 5 days prior to date of trip = 100% of trip cost

All cancellations must be made in writing.

REFUNDS

No refund will be given for unused accommodations, meals or services for any reason whatsoever, unless arranged in ample time prior to departure, as land arrangements are quoted as a package. In the unlikely event that the trip is cancelled due to circumstances beyond our control, and you are unable to schedule for another time, all monies will be refunded with the exception of your personal expenses in preparation for the trip.

GROUP DEPARTURES

Our group departures run on a minimum of 2 participants and a maximum of 12. If we do not achieve this number on a particular departure by 60 days before departure, you will be given the option to carry on with the trip privately, and bear the extra costs of doing this. If you do not wish to take up this option, the trip will be cancelled, and your deposit will be returned in full.

INCLUDED

- Services of a guide
- Accommodation in hotels or lodges in town and all the wildlife areas.
- All meals as indicated in the trips
- Sight seeing as indicated in the itinerary
- Park fees, entry fees
- Airport transfers
- Ground transportation and support vehicles
- Additional guides and porters and guides where appropriate
- 2 litres of local bottled water per client in a vehicle.

NOT INCLUDED

- International Air Fares and cost of getting to the start of the trip
- International departure taxes
- Costs of obtaining visas and passports
- Excess baggage charges
- Tips and gratuities for guides and accommodation staff
- Laundry
- Beverages other than bottled water in the vehicle and at meal times
- Items of personal nature such as telephone calls, postage fees etc
- Meals not indicated on your itinerary

RESPONSIBILITIES AND CONDITIONS

These paragraphs define our responsibility with respect to all our trips. **PLEASE READ IT CAREFULLY.**

Payment of your deposit represents your acceptance of the following **Terms And Conditions:**

In many cases, suppliers of tour services are independent contractors to Naturetrack Expeditions Ltd, not its employees. For example, transportation, tour guides, hotels and lodge accommodation, restaurant services, national parks and other services. Because we do not own, operate, manage, control or supervise these entities, we cannot be liable for any acts of omissions, including any negligence, gross negligence, or, reckless or wilful acts, on their part Naturetrack Expeditions Ltd, its owners, agents, directors, shareholders, and employees assume no responsibility, directly or indirectly for any, delays, inconveniences, accidents, expense, mishap of any kind or death to a person or property arising from the negligent or wilful act or failure to act of any person who is to or does provide goods or services for this trips or for the action or inaction of any other third party or from causes beyond our control.

Without limitation, Naturetrack Expeditions Ltd is not responsible for acts of God, equipment failures, vehicle accidents, illness from food or otherwise, detention, assaults, thefts or criminal activity, annoyance, delays, quarantine, strikes, failure of any means of conveyance to arrive or depart as scheduled, civil disturbances, terrorism, government restrictions or regulations, and discrepancies or changes in transit or hotel services over which it has no control.

On trips of this kind, it is not possible to accommodate persons with severe health problems or physical disabilities, which involve walking or other activities. It is the participant's responsibility to judge the appropriateness of these travel activities to their physical capabilities. Naturetrack Expeditions Ltd, and its affiliates take no responsibility for special arrangements or problems incurred by participants physically unable to participate in the planned activities.

No refund can be made for absence from the trip unless arrangements are made at the time of booking.

The right is reserved to decline to accept or retain any person as a trip member for any reason, which affects the operation of the trip or the rights of and welfare or enjoyment of the other trip members. Reasonable changes in the itinerary may be made where deemed advisable for the comfort and well being of the traveller.

The right is reserved to correct promotional or pricing errors or to increase the trip price in the event of cost increases due to changes in currency devaluation, park fees increases, taxes or fuel surcharges before we receive your reservation deposit.

The right is reserved to substitute hotels, alter the itinerary, and reverse the order of places to be visited. Participants will be informed of any necessary changes in a timely fashion. All baggage is carried at participant's own risk and Naturetrack Expeditions Ltd reserves the right to exclude certain baggage at its discretion.

We are not responsible for any unauthorised extra services that the participant requires with the local agent, local guide or driver in different places beyond our confirmed itinerary. In this case we do not accept any responsibility for any losses on shopping, extra attractions, destinations etc, but we will try our best to help our clients get out of the difficulties. Our mission is to provide an exceptional experience to every person who travels with us.

On advancement of a deposit to Naturetrack Expeditions Ltd, the depositor therefore agrees to be bound by the above recited terms and conditions.

TRAVEL INSURANCE

Travel insurance is compulsory for all travellers booking with Naturetrack Expeditions Ltd. It is the traveller's responsibility to arrange this.

PHOTOGRAPHS/FILMS

Naturetrack Expeditions reserve the right without giving further notice, to make use of any photographs or film produced by us during any of our trips for general publicity purposes without payment or permission. Trip members who prefer that their image not be used are asked to identify themselves to their trip guide at the start of the tour.

WILDLIFE VIEWING

Since out trips are especially for viewing wildlife, every effort is made to plan trips where wildlife is known to live. However the animals we visit live in wild and free and we cannot fully predict or control their migratory patterns (nor would we want to). In an attempt to locate wildlife, which may have deviated from its normal pattern or in the interest of traveller comfort or safety, we may be required to make reasonable changes in itineraries. If it is necessary to change hotels, lodges or other facilities, comparable services will be substituted wherever possible. If such changes or fluctuations in exchange rates occur, additional costs may require the trip fee to change with little or no notice.

GORILLA PERMITS

Uganda Gorilla permits cost \$375.

UGANDA GORILLA PERMIT CANCELLATION POLICY

Gorilla permits cannot be guaranteed unless a participant pays a deposit of \$375 per permit (this should be separate from the main trip deposit) and permit actually paid for at the Wildlife Authority offices.

Cancellations received:

More than 90 days before tracking date 25% cancellation fee.

46 to 90 days to tracking date 50% cancellation fee.

9 to 45 days to tracking date 75% cancellation fee.

0 to 8 days to tracking date 100% cancellation fee.

Percentages are based on the full current permit price.

RWANDA GORILLA PERMITS

Rwanda permits cost US\$375 each.

As in the case of Uganda, gorilla permits are not guaranteed until a deposit of US\$375 is received per permit and actually paid for at the Wildlife Authority offices (this should be separate from the main trip deposit).

Cancellations on Rwanda gorilla permits will result in a 100% cancellation fee.

SAFETY

Naturetrack Expeditions plan these trips in areas where the environment can sometimes lead to unpredictable conditions. To avoid possibly dangerous situations, to both our clients and the animals, it is extremely important that all travellers obey the rules and regulations set forth by the local guides. We reserve the right to prohibit any traveller from continuing on a trip if, in our opinion, that traveller's actions pose a threat to the safety of themselves or to others, or to the wildlife.