

# Global Interlink – Terms & Conditions for Tour Packages

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## TERMS & CONDITIONS

### RESERVATIONS

Global Interlink Travel Services Ltd. requires a 50% deposit at the time of making tour reservations and the balance at least 30 days before commencement of the tour.

### TOUR PRICE

The prices quoted are inclusive of the services mentioned on the clients' itinerary. The company will not be held responsible for additional expenses and incidentals incurred from items not mentioned in the clients' itinerary. Tour prices are subject to change without notice and are only guaranteed on payment of a 50% deposit.

### CANCELLATION

Any monies paid will be refunded on early cancellation, less the cost of cancellation fees levied by hotels, lodges, airlines and other service providers. Late cancellation levied by hotels and lodges is generally subject to a charge of 10% up to 36 days before tour commencement, 50% between 35 and 15 days, 75% between 14 and 3 days, and 100% within 72 hours of tour commencement. Permits for certain tour activities (such as gorilla tracking permits, chimpanzee tracking permits, select cruises and sightseeing tours) are non-refundable once purchased. Air tickets and air charters have different regulations depending on the type of ticket purchased. Certain tickets are non-refundable, while some have cancellation penalties. We reserve the right to deduct all expenses incurred from any monies paid. Please contact us for details on the cancellation charges applicable for your reservation.

### TRANSFER OF BOOKING

In the event that a client is unable to travel and wishes to transfer a reservation to another party, Global Interlink Travel Services Ltd. will endeavour to transfer the booking provided the arrangements remain the same and the service providers are willing to accept the change. Airline tickets are not transferable once issued.

### TRANSPORT

Cars, minibuses, land-cruisers or coaches will be provided according to the road conditions and number of clients. Global Interlink Travel Services Ltd. reserves the right to employ the services of sub-contractors. English speaking driver-guides will be provided where necessary.

### ACCOMMODATION

Accommodation is based on twin share or single room basis (usually at a supplement). Some facilities have available double beds on request. All rooms have a private shower or bath, except where specified otherwise.

### TOUR ALTERATION

Global Interlink Travel Services Ltd. reserves the right to make changes to brochure details and tour arrangements before and after bookings are made. In the unlikely event of significant changes, the client will be notified at the earliest opportunity and be given the option to accept the changes, book alternative arrangements (and pay extra or receive a refund in respect of price differences), or cancel arrangements and receive a full refund of all monies paid. The Company also reserves the right to decline to accept or retain any person as a member of any tour at any time, in which case an equitable amount will be refunded.

### VISA / HEALTH REQUIREMENTS

Clients are advised to check the local visa entry and health requirements for the country to be visited, and to ensure that they are in possession of the correct documentation when travelling. The Company does not accept any liability for clients who are inadequately prepared.

### TRAVEL INSURANCE

Clients are advised to purchase travel insurance prior to commencement of their tour. Global Interlink Travel Services Ltd. can offer both inbound and outbound travel insurance. Please contact us if you require travel insurance.

### VIEWING ANIMALS

It is a privilege to view animals in their natural habitat and the Company cannot guarantee that a particular animal will be sighted during a game drive, launch trip or trek. Global Interlink Travel Services Ltd. is a keen supporter of conservation of wildlife and the earth's natural resources, and reserves the right to terminate a tour should the participants act in a manner that is deemed to be harmful to animals or the environment.

### COMPLAINTS

In the event of a problem, clients should advise Global Interlink Travel Services Ltd. or the supplier of the service in question as soon as possible, as quite often problems can be resolved immediately. If clients remain dissatisfied, a complaint/refund query should be made to Global Interlink Travel Services Ltd. in writing not later than 30 days following completion of the tour, failing which no claim may be brought against Global Interlink Travel Services Ltd. There will be no refund on unutilised services.

### LIABILITY

All bookings are accepted on the specific condition that Global Interlink Travel Services Ltd. and its agents act only as agents of the passenger in all matters relating to hotel/lodge accommodation, tours, transport, etc. and shall not be liable for injury, delay, loss or damage in any manner. The company's liability to passengers carried in its own vehicles is governed by the laws of the country in which the tour takes place, and no other country. All claims are subject to the jurisdiction of the courts of the country in which the action arises. The company reserves the right to employ sub-contractors for all or part of the services. The company cannot be held responsible for loss or damage to baggage.