

TERMS & CONDITIONS

Please take time to read these Terms & Conditions carefully. By confirming a safari with **Nuvole Tours & Travel** ("Nuvole Tours & Travel", "we", "us", "our"), you acknowledge that you have read, understood, and accepted the terms outlined below. These Terms & Conditions are legally binding.

If you have any questions, please do not hesitate to contact us.

1. DEFINITIONS & INTERPRETATION

In these Terms & Conditions, unless the context indicates otherwise:

"Client" means the person(s) named on the confirmed itinerary.

"Company" means Nuvole Tours & Travel.

"Supplier" means any third-party provider of travel services including but not limited to lodges, camps, airlines, charter operators, guides, transport providers, and park authorities.

"Confirmed Booking" means a booking confirmed in writing by Nuvole Tours & Travel following receipt of the required deposit or full payment.

"Deposit" means the non-refundable portion of the Total Safari Cost required to secure a booking.

"Total Safari Cost" means the full cost of services confirmed in writing, including accommodation, transport, permits, and planning services.

"Force Majeure" means any event beyond the reasonable control of Nuvole Tours & Travel, including but not limited to natural disasters, pandemics, epidemics, war, civil unrest, strikes, government regulations, border closures, supplier insolvency, extreme weather, or acts of God.

Words in the singular include the plural and vice versa. References to any gender include all genders.

2. BOOKINGS

2.1 Nuvole Tours & Travel provides transportation, accommodation bookings, meals, excursions, and related travel services in cooperation with independent third-party suppliers.

2.2 All information provided in itineraries is given in good faith and based on the most current information available at the time. Nuvole Tours & Travel cannot be held liable for changes made by third-party suppliers or for obvious typographical errors.

2.3 To reserve flights, permits (including gorilla or chimpanzee permits where applicable), and accommodation, clients must provide full names as per passport, nationality, and passport numbers.

2.4 Clients must advise Nuvole Tours & Travel prior to booking of any special requirements, including medical conditions, dietary needs, disabilities, or



other preferences. While we will make reasonable efforts to accommodate these requests, we cannot guarantee fulfillment.

2.5 All safari packages are subject to availability and are not guaranteed until confirmed in writing. A booking is only considered confirmed once the required payment has been received and written confirmation issued.

2.6 Nuvole Tours & Travel reserves the right to adjust itineraries, accommodation, transportation, or services due to unforeseen circumstances. Clients will be informed as soon as reasonably possible.

3. PRICES

3.1 Quoted prices are based on the confirmed itinerary and include only those services expressly stated.

3.2 The following are excluded unless specifically stated: international and domestic flights, visas, passport costs, meals not mentioned, beverages (other than vehicle water), gratuities, laundry, travel insurance, and personal expenses.

3.3 Prices are subject to change until confirmed in writing and paid for in full.

3.4 Nuvole Tours & Travel reserves the right to pass on price increases arising from:

- Exchange rate fluctuations
- Increased supplier costs
- Government or park authority fee increases
- Fuel surcharges or new levies

Any such increases will be communicated and must be settled prior to travel.

4. EXECUTION OF THE SAFARI

4.1 Wildlife sightings cannot be guaranteed as animals roam freely in their natural habitat. Gorilla and chimpanzee permits allow tracking but do not guarantee sightings.

4.2 Accommodation is based on twin or double occupancy unless otherwise stated. Single supplements may apply and are subject to availability.

4.3 Nuvole Tours & Travel may substitute accommodation or services with an equivalent or higher standard where necessary. If unavailable, the best possible alternative will be offered; additional costs may apply.

4.4 Transportation is determined by route and group size. While vehicles are maintained to high standards, Nuvole Tours & Travel is not liable for delays caused by road conditions, weather, or breakdowns.



4.5 Only Nuvole Tours & Travel's designated driver-guides are authorized to operate company vehicles. Their decisions regarding routing and logistics are final.

4.6 Nuvole Tours & Travel reserves the right to refuse participation or continuation of a safari if a client's behavior poses risk, disruption, or harm. No refunds will be issued in such cases.

5. PAYMENTS

5.1 A 50% deposit of the Total Safari Cost is required to confirm bookings. Gorilla permits and domestic or regional flights require full advance payment.

5.2 The remaining balance is due no later than 42 days prior to arrival, unless agreed otherwise in writing.

5.3 Bookings made within 42 days of arrival must be paid in full at confirmation.

5.4 Failure to comply with payment terms may result in cancellation, with applicable cancellation fees applied.

5.5 Payments may be made via bank transfer or credit card. Credit card payments attract a 5% service charge and must be completed at least two months prior to travel.

5.6 All bank charges and transaction fees are payable by the client.

6. CHANGES TO BOOKINGS

6.1 Voluntary Changes

Client-initiated changes may incur supplier amendment or cancellation fees, additional service fees, and administrative costs. All additional costs are for the client's account.

6.2 Involuntary Changes

Where changes occur due to supplier issues or force majeure, Nuvole Tours & Travel will make reasonable efforts to provide suitable alternatives. Refunds, where applicable, are subject to supplier terms.

7. CANCELLATIONS & REFUNDS

7.1 All cancellations must be submitted in writing and take effect upon receipt.

7.2 Cancellation fees (based on Total Safari Cost) are as follows:

- **60 days or more prior:** 30%
- **59–32 days prior:** 50%
- **35–0 days prior:** There will be no refund



Group Cancellation, Amendment and Reduction in Number Policy

- Between 90 and 46 days prior to date of stay: **30% of the total cost will be charged.**
- Between 45 and 34 days prior to date of stay: **50% of the total cost will be charged.**
- Between 35 days and a no-show: **100% of the total cost will be charged.**

7.3 Gorilla permits and air tickets are non-refundable.

7.4 No refunds are provided for unused services, early departures, late arrivals, or no-shows.

8. FORCE MAJEURE

8.1 Nuvole Tours & Travel shall not be liable for any delay, cancellation, loss, or disruption arising from force majeure events.

8.2 In such cases, refunds or credits are subject to supplier policies. Nuvole Tours & Travel is relieved of its obligations for the duration of the force majeure event.

9. ASSUMPTION OF RISK, INDEMNITY & LIABILITY

9.1 Safari travel involves inherent risks including wildlife encounters, remote travel, and limited medical access.

9.2 Clients participate at their own risk and hereby indemnify Nuvole Tours & Travel, its directors, employees, agents, and subcontractors against any claims arising from injury, illness, loss, damage, or death.

9.3 Nuvole Tours & Travel acts solely as an agent for suppliers and is not liable for their acts or omissions.

9.4 Liability, where applicable, is limited to the value of services booked through Nuvole Tours & Travel.

10. TRAVEL INSURANCE

10.1 Comprehensive travel insurance is mandatory and must include medical evacuation, trip cancellation, interruption, and baggage cover.

10.2 Clients travelling without adequate insurance accept full financial responsibility for any resulting losses.

11. PASSPORTS, VISAS & HEALTH

11.1 Clients are responsible for ensuring compliance with passport validity, visa requirements, and health regulations.



11.2 Nuvole Tours & Travel accepts no liability for denied entry, missed travel, or additional costs arising from non-compliance.

12. COMPLAINTS

12.1 Any issues must be reported immediately to the guide or Nuvole Tours & Travel during travel.

12.2 Complaints must be submitted in writing within 30 days of tour completion. Failure to report issues during travel may limit remedies.

13. DATA PROTECTION & COMMUNICATION

13.1 Nuvole Tours & Travel collects and stores personal data solely for operational and booking purposes and may share such data with suppliers where necessary.

13.2 Clients consent to electronic communication and acknowledge that email correspondence constitutes written notice.

14. GOVERNING LAW & JURISDICTION

14.1 These Terms & Conditions are governed by the laws of the country in which the safari primarily operates.

14.2 Any disputes shall be subject to the exclusive jurisdiction of the relevant courts.

15. AMENDMENTS

15.1 Nuvole Tours & Travel reserves the right to amend these Terms & Conditions as required by law or operational necessity. Updated terms apply to future bookings.