



Your gateway to the exotic African Wild!

P.O. Box 103513- 00101
Jamia, Nairobi
Tel: 0742 143 599 / 0798 184 157
Luqman Petroleum, 2nd floor RM MCL-05
Msa. Road (Opposite Britcom Trucks)

GENERAL BOOKING TERMS AND CONDITIONS

Payment Terms

- Bookings will only be confirmed on receipt of at least 40% deposit, which we usually use to make your hotel reservations, activities and lock them in advance. You can securely and conveniently wire the payment via our online payment system, which accepts payments by various credit cards including Visa, Mastercard, and American Express Card. There is also an option of doing a bank transfer. The balance is due two weeks before arrival.
- A payment receipt will be issued after receipt of the deposit stating the amount paid and the balance due.
- Hotel service vouchers will be issued only on receipt of 100% payment of booking.

Warranties

Morningstar Tours and Travel warrants that all services performed under this Agreement will be executed professionally and in accordance with applicable set tourism standards.

Travel Insurance:

Guests are advised to take out a comprehensive travel insurance cover when travelling to cover them for trip cancellation, emergency medical care, loss of personal baggage, emergency evacuation back home, and money.

Child Policy:

Ages 00 - 11 years old is a child. 12 years and above is considered and charged as an adult in hotels. The child policy in the respective hotels will apply during discounted pricing for children under 11 years. For the park entries, children below 18 years old are charged at child rates

NB: All children going on safari must be accompanied by an adult.

Email: info@morningstarsafaris.com

web url: www.morningstarsafaris.com

Cancellation Policy:

- Between 60 and above prior to date of stay 90% refund.
- Between 59 and 35 days prior to date of stay 60% refund.
- Between 34 and 22 days prior to date of stay 50% refund.
- Between 21 days and a no Show, 100% of the total cost will be charged.

Confidentiality

Morningstar Tours and Travel protect the privacy and confidentiality of its communications with Clients. The Company will not disclose any personal or proprietary information to third parties without written permission unless required by law.

Special Requests

Any special requests (e.g., for special diets, birthday celebrations, anniversary celebrations or honeymoon) must be notified in writing when the booking is made. This will enable us to communicate with the lodges/camps accordingly to ensure a seamless safari experience.

Booking Alterations

Should you wish to make any changes to confirmed booking arrangements, Morningstar Tours and Travel will endeavor to assist. This will be free subject to hotel availability.

All quotes are based on availability at the time of booking. Once the deposit is received, reservations will be secured. If any accommodation is unavailable, the client will be informed in advance and comparable alternative options will be provided for the client to give a go-ahead.

Complaints and Problems

We do our best to give our clients memorable and trouble-free safari tours but occasionally even the best-laid plans can go wrong.

In the event of a problem whilst you are on a safari tour with Morningstar Tours and Travel, please inform your tour planning consultant via email, lodge/ camp manager and your tour driver / guide immediately. This gives us the opportunity to correct the issue on the spot so that it does not spoil your safari.

If the matter cannot be resolved immediately, please send details of your complaint to us in writing within 20 days of your return from your holiday. It is therefore a condition of this contract that you communicate any problem to the authority in question whilst on tour. If you fail to follow this simple procedure, we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem on site.

Special Note: In the event of an increase in conservancy and park entry fees, we'll update the clients accordingly in advance and we reserve the right to make amendments to the rates accordingly.