

Terms and Conditions

WINMAC PRIME SAFARIS

Effective Date: 2nd March, 2026

1. Booking and Payment

- 1.1. All bookings must be confirmed in writing (email, website or in person).
- 1.2. A non-refundable deposit of **30%** of the total cost is required at the time of booking.
- 1.3. The remaining balance must be paid no later than **30 days** before the tour departure date.
- 1.4. For bookings made less than 30 days before departure, full payment is required at the time of booking.

2. Prices

- 2.1. All prices are quoted in USD and are subject to change due to currency fluctuations, fuel surcharges, park fee adjustments, or government-imposed taxes.
- 2.2. Quoted prices include accommodation, meals, transport, entry fees, and guide services unless otherwise stated.

3. Cancellations & Refund Policy

3.1. Cancellation by the Client

- Cancellations must be made in writing (email or letter).
- The following cancellation fees apply:

Cancellation Period	Cancellation Fee
More than 30 days before departure	30% of total tour cost (deposit)
15–30 days before departure	50% of total tour cost
7–14 days before departure	75% of total tour cost
Less than 7 days before departure	100% (no refund)

3.2. Refund Policy

- Refunds (where applicable) will be processed within **14 business days** of cancellation confirmation.
- No refunds will be provided for unused services or early departures once the tour has begun.

- Bank and transaction fees incurred during refund processing are the responsibility of the client.

3.3. Cancellation by the Company

- Winmac Prime Safaris reserves the right to cancel a tour due to unforeseen circumstances including, but not limited to, weather conditions, natural disasters, low bookings, political unrest, or global pandemics.
- If cancellation occurs, clients may choose between a full refund or rescheduling the tour at no extra cost

4. Changes to Bookings

4.1. Requests to change travel dates or itineraries must be made in writing and may incur additional costs.

4.2. Changes are subject to availability and approval from third-party service providers (e.g. hotels, airlines, park authorities).

5. Travel Insurance

All clients are strongly advised to purchase comprehensive travel insurance covering personal injury, medical expenses, loss of belongings, and cancellation.

6. Client Responsibility

6.1. Clients must ensure that they have valid travel documents, including passports, visas, and required vaccinations.

6.2. Winmac Prime Safaris will not be liable for any losses resulting from failure to meet entry requirements or other personal arrangements.

7. Liability

7.1. While we take all reasonable steps to ensure client safety and satisfaction, Winmac Prime Safaris is not liable for any injury, loss, or damage caused by third-party suppliers or unforeseen circumstances.

7.2. Clients participate in tours at their own risk and are required to follow all safety instructions.

8. Force Majeure

Winmac Prime Safaris shall not be held responsible for delays, alterations, or cancellations caused by events beyond our control such as natural disasters, strikes, war, pandemics, or government restrictions.

9. Governing Law

These terms and conditions are governed by the laws of Kenya Any disputes shall be subject to the exclusive jurisdiction of the courts of Kenya.

By confirming a booking with Winmac Prime Safaris, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

