

Sepia Safari Africa Terms & Conditions

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1. Introduction

These Terms & Conditions ("Terms") govern your use of Sepia Safari Africa's ("Company," "we," "our," or "us") services and bookings. By making a booking or using our services, you agree to be bound by these Terms.

2. Booking and Confirmation

All bookings are subject to availability. Confirmation is provided upon receipt of the required deposit or full payment as applicable. It is the customer's responsibility to ensure all travel documents and personal details are accurate.

3. Payments and Pricing

Prices are quoted in Kenyan Shillings and are subject to change without prior notice. Full payment is required within the timeframe specified in your booking confirmation to secure your reservation.

4. Refunds and Cancellations

- Refunds: Refund eligibility depends on the specific package terms. Generally, cancellations made more than 30 days before departure may receive a partial refund minus administrative fees. Cancellations within 30 days are subject to stricter penalties, including non-refundable deposits.
- No-shows: Failure to appear for the booked tour or service without prior notice forfeits all payments.
- Force Majeure: We are not liable for refunds or compensation due to events beyond our control, including but not limited to natural disasters, political unrest, or government actions.

5. Trip Alterations

- Customers may request trip modifications subject to availability and additional charges. All alteration requests must be made in writing and acknowledged by the Company.
- The Company reserves the right to alter itineraries due to operational requirements, safety

concerns, or other unforeseen circumstances. Such changes will be communicated promptly.

6. Liability

Sepia Safari Africa acts as an agent for the suppliers of transportation, accommodation, and other services. We are not liable for personal injury, loss, or damage except where due to our negligence or willful misconduct. Customers are responsible for their own insurance coverage.

7. Travel Documentation and Compliance

Customers must ensure they have valid travel documents, visas, and comply with local laws and regulations. Failure to do so may result in denied boarding or entry without refund.

8. Arbitration and Dispute Resolution

Any dispute arising from these Terms shall be resolved amicably. If unresolved, disputes shall be submitted to arbitration under the Arbitration Act of Kenya, with the arbitration seat in Nairobi. The arbitrator's decision shall be final and binding.

9. Governing Law

These Terms are governed by the laws of the Republic of Kenya.

10. Severability

If any provision is found invalid or unenforceable, it shall be severed without affecting the remainder of the Terms.

11. Contact

For any queries, contact:

Sepia Safari Africa

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Phone: +254 722536550