

BOOKING POLICY

GIANT GORILLA SAFARIS

Booking & Payment:

Thank you for choosing Giant Gorilla Safaris. We are committed to delivering professionally organized, safe, unforgettable safari experiences throughout East Africa. To secure safari arrangements, a 50% deposit is required at the time of booking. This deposit allows us to confirm accommodations, transportation, park services, guides, and other safari-related arrangements.

The remaining 50% balance must be paid no later than 45 days before arrival.
For bookings made within 45 days of travel, full payment is required upon confirmation.

Gorilla & Chimpanzee Permits:

Gorilla trekking, gorilla habituation, chimpanzee tracking and Chimpanzee Habituation Permits are subject to availability at the time of booking.

Permits are secured only after payment and receipt of valid passport details for each traveler. Once purchased, permits are strictly non-refundable, as they are issued and controlled by the relevant wildlife authorities.

Early booking is strongly recommended due to limited availability.

Gorilla & Chimpanzee Permits:

We understand that travel plans can change. However, safari arrangements require advance reservations & prepayments to various suppliers.

- The initial 50% safari deposit is non-refundable.
- Gorilla, chimpanzee, and habituation permits are 100% non-refundable once purchased.
- Any potential refunds depend on the cancellation policies of the respective service providers involved in the booking.
- All cancellations must be submitted in writing via email.

Refunds on the Final Balance:

For payments made beyond the non-refundable deposit and permit costs:

| Cancellation Period | Refund on Final Balance |
|----------------------------------|-------------------------|
| More than 90 days before arrival | 80% refund |
| 60–89 days before arrival | 50% refund |
| 45 days or less before arrival | No refund |

Whenever possible, we encourage guests to postpone or reschedule their safari rather than cancel completely.

Force Majeure:

Giant Gorilla Safaris shall not be held liable for delays, changes, or cancellations resulting from circumstances beyond our reasonable control, including but not limited to natural disasters, political unrest, government restrictions, pandemics, airline disruptions, severe weather, road closures, or other unforeseen events.

In such circumstances, refunds, credits, or postponements will depend on the policies of the affected service providers.

Travel Insurance:

Comprehensive travel insurance is strongly recommended for all guests.

Coverage should ideally include:

- Trip cancellation or interruption
- Medical emergencies
- Emergency evacuation and repatriation
- Loss or damage of personal belongings
- Safari and adventure activities

Travel Documents:

Guests are responsible for obtaining and carrying all required travel documents, including valid passports, visas, vaccination certificates, and any other entry requirements.

Passports must be valid for at least six months beyond the completion of travel.

Health & Safety

Guest safety remains our highest priority. We work with professional guides, drivers, and safari partners who follow established safety standards throughout every journey.

Guests are required to follow all instructions provided by guides, rangers, and safari staff during transfers, game drives, trekking activities, and wildlife encounters.

Safari Rates & Availability:

All rates are subject to availability and may change without notice until a booking is fully confirmed.

Quoted prices are based on supplier tariffs, government taxes, park fees, and fuel costs applicable at the time of quotation.

Photography & Personal Equipment:

Guests are encouraged to protect cameras, electronics, and personal equipment appropriately, particularly during out – door activities and varying weather conditions.

Our Commitment:

At Giant Gorilla Safaris, we are passionate about creating authentic, responsible, & life-changing African travel experiences. We appreciate your trust in us and remain committed to delivering exceptional service from the moment of booking until your safe return.