



Client Reservation

DOWNDAROAD SAFARIS

To comply with the Ugandan Government regulations and/or to ensure we have all your details correct, please complete the **Reservation Form** below and return it to Downdaroad Safaris as soon as possible. You may also send it back to our email (info@downdaroadsafaris.com) if you cannot physically reach our offices. Details of relevant information only will be passed on to our service providers and tour operators concerned, in particular age, dietary requirements and details of pre-existing illnesses. Please note that because most African safaris are conducted in remote areas it is important that we are aware of this information to ensure your safety. Personal data will be deleted after travel on request. Where your dietary, health and other requirements are very specific, please ensure that you advise where necessary.

To ensure accuracy of information, please complete the Reservation Form in **BLOCK LETTERS** and your name **MUST** be exactly as per your **PASSPORT**

NO	FIRST NAME	LAST NAME	DOB	OCCUPATION	NATIONALITY	PASSPORT NO	EXPIRY DATE
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

CONTACT DETAILS			
Address		State	Postal Code
Phone (Work)	Phone (Home)		Mobile
Email (Please write legibly)		Mobile (whilst overseas)	

IN CASE OF EMERGENCY			
Name			
Address		State	Postal Code
Phone (Work)	Phone (Home)		Mobile
Email (Please write legibly)		Mobile (whilst overseas)	

TRAVEL DETAILS
Depature date from your country (DD/MM/YY)
Arrival Flight and date into Tour destination (if DDRS is not handling the flights) (DD/MM/YY)
Depature Flight and date from Tour destination (if DDRS is not handling the flights) (DD/MM/YY)

INTERNATIONAL AIRFARES			
Are you purchasing your international airfares through DDRS? ☐ No (Please send a copy of your confirmed flight itinerary to DDRS not later than 6 weeks prior to depature). ☐ Please provide Passenger Frequent Flyer details.			
No	Name	Airline	Number
1			
3			
4			
5			

TRAVEL INSURANCE	
If you are not taking out your travel insurance directly with DDRS, please advise your policy details.	
Policy #	Contact No

TRAVEL AGENCY

If your travel agent is coordinating this booking, please provide the following information.

No	Agency Name	Contact No
1		
2		
3		

OTHER DETAILS

Do any passengers have special dietary requirements?

- ☐ No
☐ Please provide Passenger name(s) and requirement(s)

No	Name	Requirement
1		
2		
3		
4		

Do any passengers have pre-existing medical conditions?

- ☐ No
☐ Please provide Passenger name(s) and conditions(s)

No	Name	Requirement
1		
2		
3		
4		

Room type for people sharing.

- ☐ Twin Beds
☐ Double Beds(Please note that preference cannot be guaranteed)

Do you prefer a smoking room?

- ☐ No
☐ Yes(Please note that preference cannot be guaranteed)

How did you hear about Downdaroad Safaris?

Please complete and return to Downdaroad Safaris. Lower Church Road, Luzira Kampala, Uganda.

Tel +256 774 049 981/ +256 754 077 362

Email info@downdaroadsafaris.com

GENERAL BOOKING CONDITIONS

Introduction

Downdaroad Safaris provides transportation, accommodation bookings, restaurant meals, excursions and other services in cooperation with independent suppliers. We cannot be liable for modified information from third parties, nor for any obvious typing errors. All packages are subject to availability and not guaranteed until confirmed. Many lodges and hotels have limited capacity and therefore it is essential to make reservations well in advance of your planned trip. In the event that you wish to amend your reservation in any way, we will make the preferred adjustment where practicable and possible and confirm accordingly. Downdaroad Safaris reserves the right to charge an amendment fee relative to the actual costs, which will be added to the total invoice, change and re-adjust the tour schedule, transportation, accommodation and services indicated in the itinerary in the event of unforeseen circumstances before arrival. Any changes to the itinerary will be communicated to the client as soon as possible.

Before you book

The information presented in this brochure is correct to the best of our knowledge at the time of publication. However, changes beyond our control may have occurred since then with respect to prices, itineraries, duration of holidays, standard of services, tour content, fares and airline schedules. Please check with your travel agent or the company (Downdaroad Safaris) to ascertain if there are any alterations to the tour you select before you book.

Booking

Security Deposit

The receipt of a security deposit will be taken as an understanding by the company that the client has read, understands and agrees to abide by the conditions set out in here. To complete the reservation please forward a non-refundable security deposit of **30%** of the total tour cost together with a completed Reservation.

Final Payment

Final Payment is due 60 days prior to departure or more for some tours. If payment has not been received by the due date, we reserve the right to treat the booking as a cancellation.

Special Security Deposit Requirements

Some tours require higher security deposits to meet the tour operator's booking conditions. These percentages will be communicated in time.

All tours will be booked and confirmed only upon receipt of a **30%** deposit of the basic program rate. For gorilla permits, a **full advance payment** of the permit fee is required in order to make the reservation. The payment balance is due no later than **42 days** prior to the safari, unless agreed otherwise. Bookings made within 42 days before arrival must be paid in full at the time of confirmation. If payment is not received in accordance with the above, Downdaroad Safaris has the right to cancel the booking.

Payment can be made by VISA credit card, bank transfer or cash, before the start of the safari. Note that payments by VISA credit card attract a **5%** service charge. Credit card transactions must be made at least two months prior to the start of your safari. Regretfully, traveller cheques are no longer accepted. The costs of international transactions (or 5% service charge in case of credit card payments) are to be fully paid by the client.

Client Names - Exactly as per Passport

For security reasons, airlines and the majority of our tour operators require your name exactly as it appears in your passport. It is your responsibility to advise these details. If you or your Travel Agent do not advise the correct information and we have to re-issue airline tickets or other documentation, then we will bill you for all costs incurred, such as airline cancellation charges and courier fees, in addition to our own administration fee.

Insurance

It is a condition of booking that you are adequately insured for the full duration of your tour. Your policy must include emergency evacuation cover. It is advisable to insure expensive camera equipment separately. Insurance policies rarely cover for loss of cash. We strongly recommend that insurance be purchased at the time you pay your security deposit as our cancellation conditions will be strictly enforced. The choice of insurer is at the sole discretion of the client.

Cancellations and Refunds

If it is necessary to cancel your holiday, you should notify us immediately in writing and this will take effect the day it is received by us. Some tour operators charge higher cancellation fees for some tours. These will be advised with our quote letters and confirmation accounts.

Except those amounts that can be refunded, such as airfares (less those amounts forfeited under airline regulations and the company's loss of profit). Insurance premiums are non-refundable, but if the reason for your tour cancellation falls within the terms of the insurance cover, cancellation charges will normally be refunded by the insurance company. The non-issuance of an invoice or the non-payment and/or non-receipt of a security deposit or a major event such as a terrorist related incident, civil unrest or outbreak of a flu type epidemic etc will not exempt passengers from these cancellation and administration penalties. Cancellation fees are designed to cover the cancellation fees charged by overseas tour operators as well as Dondaroad Safaris loss of profit and to cover our time and effort for work completed. Please note that employees of our overseas tour operators are not authorised to make any undertakings on behalf of the company regarding refunds or other matters. After travel has commenced, additional costs incurred due to changes in your itinerary (eg due to airline schedule changes) must be settled directly by you and any requests for refunds must be made on your return.

Amendments

Due to the extra administrative costs, there will be an automatic minimum charge of \$75 per amendment, in addition to any cancellation fees levied. Dondaroad Safaris reserves the right to change and re-adjust the tour schedule, transportation, accommodation and services indicated in the itinerary in the event of unforeseen circumstances before arrival. Any changes to the itinerary will be communicated to the client as soon as possible.

Deferring Travel

Normal cancellation fees apply if you wish to postpone your departure.

Late Bookings

Bookings made less than 30 days before departure from your country must be accompanied by full payment. Late bookings will incur a minimum \$50 charge to cover extra administrative expenses.

Minimum Stay

The company is a specialist tour operator and not a hotel booking service. We therefore will not normally accept reservations under 5 nights for city hotel accommodation, but will do so for game lodges. Exceptions may be made at our discretion and subject to a booking fee being charged.

From Prices and Tour Costs

The expression "from" with respect to tour prices stated inhere means prices are based on a per person basis in Dollars based on twin share, entry level accommodation (unless otherwise stated) and travel during the low season. This cost is indicative only, is subject to change, and based on ground costs, airfares and exchange rates as at this date. Actual prices will vary with changes in costs and exchange rates at time of quotation. Downdaroad Safaris uses a strategy of hedging (purchasing Forward Exchange Contracts) to stabilise prices. No adjustments will be made for exchange rate variations once full payment is received by the company. However, price may vary up to the date of departure

based upon variations in airfares, park fees, departure taxes, hotel rates, government charges or other costs.

The prices quoted for the various safaris are as per the itinerary and include the following services, unless stated otherwise overnight in hotels, guesthouses, tents or lodges, all meals as indicated, sightseeing as detailed in the itinerary, park entrance fees and ranger fees, airport transfers where applicable, ground transportation, English speaking driver/guides and bottled mineral water in the vehicle.

Expenses that are not covered international and domestic air fares, visa and passports, meals not mentioned in the itinerary, drinks other than the mineral water provided in the vehicle, tips and gratuities for the guides and accommodation staff, laundry, travel insurance and other items of a personal nature.

Prices on the website or quoted to our clients are subject to change without notice and are not guaranteed until confirmed in writing.

Downdaroad Safaris reserves the right to adjust prices at any time should there be any fluctuation in the exchange rate or increase in the cost of any element of the tour. The company will however make every effort to minimize any increases.

Airline Ticket Taxes & Surcharges

We charge a service fee of 5-10% on airfare taxes and surcharges to cover our costs associated with the collection and administration of these mandatory fees. This service fee is included in the tour costs stated in this brochure. Included in Trip Cost. Please

note that all our safaris generally include transportation, accommodation with private facilities, full board whilst on safari, park fees, breakfast only in city hotels, services of driver/guide, and if camping all camping equipment and camping fees. Where these items are not included we advise accordingly. Meals are sometimes indicated by B = Breakfast, L = Lunch and D = Dinner.

Not included in the Trip cost

International and domestic airfares and airport/hotel transfers unless specifically stated. Passports, visas, passenger taxes, insurance, emergency evacuation costs, extra meals not shown in the itinerary, laundry, tips, items of a personal nature including medication and excess baggage charges.

2023/2024 Price Updates

Prices are shown in Dollars (USD) and are generally valid from 01/01/23 - 31/12/23 although some tours and lodges have different periods of validity and where possible these are highlighted inhere. 2024 prices will be available approximately Sep 2023.

Airlines

Emirates, Etihad Airways, Qantas, Qatar Airways and South African Airways do not by virtue of their endorsement of this document represent themselves as either contracting with any purchaser of a holiday from the company or as having any other legal relationship with such purchaser.

IMPORTANT INFORMATION

Pre-departure Information

On receipt of your security deposit, a copy of our Pre-departure Information will be forwarded to you. Some of the more important details are shown below.

Passport

You should be in possession of a passport valid for at least 6 months beyond your intended stay overseas.

Visa requirements

Unless otherwise, you should check with us for visa, re-entry visa requirements which should be obtained before departure. The company will not be held responsible for passengers travelling without the correct travel documents.

Vaccinations & Health

For East Africa a certificate of vaccination against Yellow Fever is required. Most other African countries require proof of vaccination if arriving from or transiting through countries with risk of Yellow Fever transmission. An ant malarial prophylactic is highly recommended for all African countries. Please check with your doctor for advice on other vaccination precautions against typhoid, tetanus, polio & meningitis. It is the client's responsibility to ensure he/she has the appropriate vaccinations and documentation.

Consular Advice

The Department of Foreign Affairs issue travel advices on many countries. You may contact them for more information.

Age Limits

Some of our tours have strict age limits, depending on the type of tour selected. Children are not accepted at some lodges, and children under 15 years of age are not allowed to visit the gorillas or participate on some camping and canoeing tours. Some tour operators will not accept adults older than 65 years of age and may require a medical report.

Travelling with Children

South Africa, Botswana and Namibia immigration laws require that all parents travelling with children below the age of 18 years provide an unabridged birth certificate. This document must include details of both the child's father and mother.

Execution of the Tour

It is a privilege to see animals in their natural habitat and as such, we cannot guarantee wildlife or game viewing. You must take caution when viewing the animals and carefully follow the instructions given by either the tour guide or wildlife rangers.

A gorilla or chimpanzee permit guarantees clients will be able to track the primates in question but does not guarantee that the animals will be in plain sight.

Accommodation is based on a twin or double bedded room, tent or banda, with private bathroom where possible. Single rooms may be available with the payment of a supplement fee but availability cannot always be guaranteed.

Downdaroad Safaris reserves the right to substitute equivalent or superior hotels. If a hotel of equivalent standard is not available Downdaroad Safaris may substitute the next best quality hotel or suggest superior standard accommodation (extra charges may apply).

The mode of transport used will be dependent on the number of clients and the route taken, based on the specifications of the chosen itinerary. Every effort is made to ensure that vehicles are provided in a roadworthy condition but no liability can be accepted for a puncture, breakdown, damage, or any delay as a result of the poor road conditions.

Experienced English speaking driver/guides are a key part of your tour. They are the only person(s) allowed to drive Downdaroad Safaris' vehicles. The driver's decision on all matters, such as the route taken, is final.

Downdaroad Safaris reserves the right to alter any route or arrangement, to cancel the operation of any scheduled tour or vary the safari services in any way in the event of unforeseen circumstances, such as road closures, bad weather, problems with national parks or hotels and security considerations. In such cases, alternative arrangements will be made as circumstances permit.

Downdaroad Safaris reserves the right to employ subcontractors to carry out all or part of the services agreed to be supplied.

Downdaroad Safaris reserves the right to refuse any person from participating or continuing any tour if, in Downdaroad Safaris' opinion or in the opinion of any other person in authority, the person concerned behaves in such a way as to cause or be likely to cause danger, hazard or inconvenience to any third party, damage to property or to environments and ecosystems. No refunds will be made and Downdaroad Safaris shall not be liable for expenses incurred as a result of the termination.

Responsibility

Downdaroad Safaris accepts bookings subject to the following conditions

A booking is accepted only after the receipt of the required security deposit and after the company issues a written confirmation account.

Final balance is due 60 days prior to departure, otherwise the company may treat the booking as being cancelled by the client.

The company is not itself a carrier or hotelier nor does it own aircraft, hotels or vehicles. The company exercises every care in the selection of carriers, hotels, tour operators and the suppliers of the travel services used in this brochure (all of which carriers, hotels, tour operators and other suppliers are called "the other suppliers").

All bookings with the company are subject to the terms and conditions and limitations of liability imposed by the other suppliers some of whom limit or exclude liability in respect of death, personal injury, delay and loss of or damage to baggage and may require the participant to complete a release of indemnity form prior to commencing the arrangements.

All tickets, vouchers and documents are issued subject to the terms and conditions under which the other suppliers provide their services and the company is not responsible for carrier caused delays. The terms of your contract are those terms and conditions under which the other suppliers provide their services.

The company is not liable in any way for the acts, omissions or default whether negligent or otherwise of the other suppliers pursuant to a contract between the other suppliers and you (which may be evidenced by a ticket, voucher or other document) because the company has no control over the other suppliers.

The participant is aware that the areas of travel may be politically unstable and that the tours may operate in remote or inaccessible areas, and that wild and potentially dangerous animals move freely in the areas where the safaris are conducted.

The participant further acknowledges that where the tour is conducted in an area without proper medical services the company and its servants and agents are expressly authorized to take such action as thought necessary for the provision of medical services and all associated costs are to be paid for by the participant.

Should the company or its other suppliers deem it desirable for political, climatic, overbooking of hotels/lodges or other reasons to amend or vary any itinerary it may do so by shortening varying or completely re-routing the trip in which case no objection or claim for compensation will be made by the participant. The company advises that it is compulsory to take out insurance against the above mentioned risks for your protection.

We will make every effort to ensure that all arrangements and services offered as part of the safari are carried out as specified in the most efficient way possible. However, the company does not have direct control of the provision of services by suppliers and, whilst every supplier is chosen with the utmost care, Downdaroad Safaris does not accept liability for errors or omissions of such suppliers.

Downdaroad Safaris shall not be liable for any loss, damage or injury of any nature whatsoever whether to person or property.

Whilst every care is taken, Downdaroad Safaris cannot be held responsible for the direct or indirect costs of loss or damage to baggage or personal possessions.

Downdaroad Safaris cannot accept liability or pay compensation for unforeseen circumstances beyond the control of the company or its staff, including flight delays/cancellations or force majeure such as war or threat of war, riots, civil disturbances, terrorist acts, border closure, acts of government or other authorities, strikes, thefts, epidemics, road closures, industrial disputes, natural or nuclear disaster, extreme weather conditions, fire, technical and/or mechanical problems to transport and all similar events beyond the company's control.

It is the responsibility of the travel agency/wholesaler to ensure that all members of the tour have the appropriate passports, visas, travel permits, health certificates and other documentation required for the safari.

It is the responsibility of the clients to take proper medical and practical precautions in regard to health and safety. Medical advice should be sought well before travelling.

Clients are strongly advised to obtain comprehensive travel insurance before coming to Uganda. Local evacuation coverage is available in the unlikely event of a medical emergency while on safari with Downdaroad Safaris.

The respective laws of the country govern Downdaroad Safaris' liability to passengers carried in its own vehicles. All claims are subject to the jurisdiction of the courts of the country in which the cause of action arises.

These terms and conditions are incapable of alteration or waiver by any servant agent or representative of the company or of any person providing services on the tour.

Complaints

Downdaroad Safaris shall try to ensure that the company exceeds the expectations in every area of the tour arrangements. However, suggestions are very much appreciated in order to keep improving the quality of the service.

Complaints must be reported immediately to the Downdaroad Safaris representative and to the supplier of the service in question, who will do their best to resolve the matter. If the problem is not solved to the client's satisfaction, the complaint should be reported in writing and not later than 30 days after completion of the tour.

Liability for any complaints not notified in accordance with the above described procedure cannot be accepted.

Your Africa Travel Document Checklist

In order to start planning the details of your upcoming African safari, you must organize your papers to make sure your travel documents are in order. Taking the time to make a travel document checklist and check it twice will ensure that the whole process goes smoothly.

First and foremost, you will need a valid passport before you can step foot in any African country. The process of procuring a passport takes five to six weeks, so apply with haste if need be.

If your destinations include countries like Uganda, Kenya, Tanzania, Zambia or Zimbabwe, you will need to obtain a visa by submitting the complete application, your passport, and two passport-sized photos of yourself and a copy of your itinerary to the embassy or consulate two months prior to your departure. Alternatively you can purchase it on arrival in each country.

You can never be too prepared with all this paperwork because the worst-case scenario is that you can be denied entry to a particular country. Keep copies of all documents that have been submitted, including your passport and visa once you obtain them.

Your travel document checklist should include your **passport**, **visas** if needed, **airline tickets**, **proof of yellow fever inoculation** (only if coming from a yellow fever pandemic region), **accommodation vouchers**, **car-rental reservation forms**, and an **international drivers license** if necessary, copy of **your passport**, copy of **airline tickets**, copy of **medical prescriptions**, copy of **traveler's check numbers**, and a copy of **your travel insurance**. Also make sure you have **travel agent's contact information** as well as **a list of credit-card numbers** and **international contact information** for each card issuer.