



**YAMA ETHIOPIA TOURS**

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*...the tourism expert*

## **YAMA ETHIOPIA TOUR, TERMS AND CONDITIONS**

Yama Ethiopia Tours undertakes to ensure that all possible care is taken so that the travel arrangements specified in your Itinerary run efficiently and successfully. These booking conditions seek to explain as clearly as possible the responsibilities undertaken between us when you make and we accept a reservation.

### **CONFIRMING YOUR BOOKINGS:**

The person named in the booking form as clients is acting on behalf of themselves and each person named on that form as Additional clients and is responsible for ensuring that each Additional clients is fully aware of these booking conditions. The Lead clients warrants that he/she is authorized by the Additional clients including, where an Additional clients is under 18 years of age, the parent or legal guardian. No additions or changes may be made to the booking conditions except in writing and signed by Mr. Tariku W. Yadete, the owner and General manager of Yama Ethiopia Tours, or Legal representative with power of attorney. On receipt & signed of the tour agreement 30 % the deposit has to be paid as indicated in the tour payment invoice by bank transfer or directed payment method by Yama Ethiopia Tours agent. We will issue you with a Confirmation of Booking which includes final itinerary and confirmed hotel list . No firm reservation exists until we have issued this tour agreement signed and Scand copy sent back. Payment of the balance of the amount for the Itinerary will be due forthwith on its commencing by any of the methods set out in the tour agreement. Failure to pay the balance will result in your reservation being cancelled and your deposit forfeited. It is the responsibility of individual clients to ensure that they are in possession of a valid passport, visa if required, and any necessary health, vaccination or inoculation certificates.

### **INSURANCE:**

You are required to take out travel insurance covering the medical expenses and repatriation of all clients. Yama Ethiopia Tours will doesn't not have liability travel insurance but do have insurance for all means of transportation which will be used during the tour. The insurance policy works according to the Ethiopian government law.



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### **CANCELLATIONS:**

- Cancellations of confirmed bookings by client(s) due to personal circumstances and any other reasons after signing the Tour Agreement will be automatically subjected to a 10% cancellation fee of the total Tour Price.
- Cancellations received 30 days up to 20 days before commencement of the Tour 15% of the total Tour Price has to be paid.
- Cancellations received 20 days up to 11 days before commencement of the Tour 35% of the total Tour Price has to be paid.
- Cancellations received 10 days up to 5 days before commencement of the Tour 50% of the total Tour Price has to be paid plus advance payments which are already done by Yama Ethiopia Tour (for example for domestic flights, hotels and car(s) and which will not be refunded by this third parties.
- Cancellation received less than 5 days will be subjected to full payment (100%). If after commencement of the Tour, the Tour has to be stopped in an early stage because of personal circumstances of the client, Yama Ethiopia Tour cannot guarantee any refund but will do its best to refund expenses which are not yet paid. If one or more clients cancel a Tour and the remaining clients want to let the Tour continue, the Price will be adapted for the remaining clients and those who have cancelled will pay the above written cancellation fee(s). If remaining clients don't agree with the new Tour Price, Yama Ethiopia Tour is not indebted to conduct the Tour.

### **CANCELLATIONS DONE BY THE CLIENT(S) OR BY YAMA ETHIOPIA TOUR IN CASE OF NATURAL CALAMITIES, POLITICAL UNREST OR WAR:**

the same conditions as mentioned above. We strongly recommend our clients to effect cancellation insurance.

### **REFUND POLICY:**

Please be aware that approved cancellation refund request process will take **10-12 weeks** from the date of approval by Yama Ethiopia Tours managements.



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### **RESPONSIBILITY AND LIABILITY:**

The staff of Yama Ethiopia Tour will conduct every Tour as agreed with every individual client to the best of their ability. If despite this you have any complain during the Tour, contact the Yama Ethiopia Tours office in Addis Ababa as quickly as possible so we can do our best to solve the problem(s). However, Yama Ethiopia Tour cannot be held responsible for cancellations in case of unrest, war or natural calamities and over-bookings made by third parties such as hotels, airlines, transport companies or other Travel agencies. Although we only make use of safe and well insured cars and other materials and every possible care is taken to safeguard our clients and their properties, Yama Ethiopia Tour cannot be held responsible for any loss or harm of personal goods, consequences of sickness, accidents or calamities. All extra costs resulting from above mentioned situations are for the client's own account. Yama Ethiopia Tour will use its best efforts to assist as an agent for our clients in dealing with third parties and in cases of need such as theft, sickness, injuries or other calamities. All claims are subject to the jurisdiction of the court of Ethiopia. Our clients are obliged to travel with a good travel- and health insurance.

### **PRICES:**

Tour prices can be provided upon request. Prices are not fixed but depend on infrastructure prices (depending on the season), hotel-, salary- and fuel prices and currency exchange rates. Yama Ethiopia Tour has the right to adapt an earlier given price up to 35 days before commencement of the Tour. After payment of the total Tour price by the client(s), no adaptations will be made.

### **FLEXIBILITY:**

The client appreciates and acknowledges that the nature of this type of travel requires considerable flexibility and should allow for alternatives. The outline itinerary as given for each tour must therefore be taken as an indication only of what each group may accomplish and not as a contractual obligation on the part of the company. It is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events, which may include sickness or mechanical breakdown, flight cancellations, strikes, events emanating from political disputes, climate and other unpredictable or unforeseeable circumstances. We also consider flexibility in all possible circumstances to satisfy client's interest by welcoming any request from clients during the tour.