

TERMS AND CONDITIONS – UMUTUZO GENDO

Welcome to Umutuzo Gendo.

We are committed to providing you with an unforgettable travel experience while ensuring transparency and clarity in our commitments.

Please read these Terms and Conditions carefully before finalizing your booking.

Booking a trip with Umutuzo Gendo Ltd (TIN 110354429), hereinafter referred to as “the operator,” implies acceptance of these general terms and conditions.

All communications from the tour operator regarding your trip will be sent to the email address or WhatsApp number provided in the questionnaire form.

1. Booking Your Trip

The booking process consists of the following five steps:

Step 1: Completing the Questionnaire

You begin by filling out a detailed questionnaire to help us understand your travel preferences and expectations.

Step 2: Contact to Refine Details

Once we receive your questionnaire, our team will contact you to discuss and fine-tune the details of your itinerary.

Step 3: Selecting the Service Level and Making Payment

We offer three service levels:

- **Essential:** Recommendations and contact details for accommodations, activities, and transport, with phone assistance available Monday to Friday (8 AM – 5 PM).
- **Comfort:** A detailed itinerary, including pre-selection and pre-booking (without payment) of transport, accommodations, and activities, with phone assistance available Monday to Sunday (8 AM – 5 PM).
- **Premium:** A fully tailor-made itinerary with the organization and payment of all travel aspects, including transport (car rental, driver, fuel, insurance), accommodations, activities, guides, personalized services, and 24/7 assistance.

The minimum price for each service level is indicated on our website.

Confirming your selected service level requires full payment before receiving your itinerary.

Step 4: Interactive Planning

Based on the chosen service level, we create a personalized itinerary interactively, refining details to match your expectations.

Step 5: Receiving Your Itinerary

Once finalized, your itinerary will be sent to you after full payment of the selected service level.

Depending on your choice, we will either proceed with the necessary bookings or provide you with the information to book them yourself.

Any special requests (dietary requirements, specific accommodations, etc.) must be indicated when completing the questionnaire and/or during the interactive planning stage.

We will do our best to accommodate them, but we cannot guarantee availability.

This structured process ensures that your trip is tailored to your preferences, with the level of service and assistance that best suits your needs.

2. Payment Methods and Pricing Policy

The payment process varies depending on the selected service level.

After completing the booking form, you will receive detailed information on the next steps, including payment options for your chosen service (Essential, Comfort, or Premium).

- **Essential & Comfort:** Full payment is required at the time of booking.
- **Premium:** An initial payment of USD 750 is required to start the booking process.

You have to complete payment to reach 50% of the total trip cost upon itinerary acceptance and no later than 180 days before departure.

- If booking between 180 and 60 days before departure, the first 50% (minus the initial USD 750 payment) must be paid within 2 days of itinerary acceptance.
- The remaining 50% must be paid no later than 60 days before departure.
- If booking within 60 days of departure, the full amount (minus the initial USD 750 payment) must be paid within 2 days of itinerary acceptance.

Failure to make payments within the required deadlines may result in cancellation, with applicable cancellation fees (see Section 4).

Prices displayed on our website include all services mentioned in the confirmed itinerary.

A detailed cost breakdown will not be provided.

- Prices for the Essential and Comfort service levels are fixed and guaranteed at the time of booking.
- The Premium service level is customized, and pricing may vary based on specific client requests. A final quote will be provided upon itinerary validation.

Prices may be adjusted due to:

- Fuel and transport cost fluctuations,
- Government tax increases,
- Currency exchange rate changes.

3. Changes and Cancellations by the Operator

The operator may make minor modifications to your itinerary if necessary (e.g., activity schedule adjustments, equivalent quality accommodation changes, etc.).

For significant changes (e.g., cancellation of an activity or hotel), you will have the option to:

- Accept the modification,
- Choose an alternative offer of equivalent value.

No refunds or compensation will be provided for cancellations due to circumstances beyond our control (e.g., wars, strikes, natural disasters, epidemics, etc.).

We strongly recommend purchasing appropriate travel insurance.

4. Cancellations and Modifications by the Client

All cancellations must be submitted in writing. Cancellation fees apply as follows:

<u>Time Before Departure</u>	<u>Cancellation Fees</u>
More than 90 days	50% of the deposit
30 to 90 days	100% of the deposit
16 to 30 days	50% of the total cost
8 to 15 days	80% of the total cost
1 to 7 days	100% of the total cost

Changes to the itinerary are free during the interactive planning phase.

Any modifications after itinerary acceptance and before departure will incur a fixed administrative fee of USD 50 per modified day.

During the trip, any requests for changes (hotels, activities, transport, etc.) will be evaluated for feasibility. All additional costs resulting from changes will be the client's responsibility.

5. Operator's Responsibilities

We carefully select our service providers (hotels, transport, excursions) but do not own or directly manage these services.

We are not responsible for injuries, illnesses, or losses caused by:

- The traveler's personal fault,
- An external service provider,
- An unforeseeable event beyond our control.

For all service levels and within the limits of our assistance conditions, we will do our best to help and find a reasonable solution in case of an issue.

6. Traveler's Responsibilities

You are responsible for obtaining your passport, visas, and any necessary travel documents. No refunds will be issued if entry to a country is denied.

You must respect the schedules for flights, transfers, meals, and activities. No refunds will be provided for delays or unjustified absences resulting in activity cancellations. Additional fees charged by service providers will be at your expense.

Any behavior endangering the safety or comfort of others may result in immediate exclusion from the tour without refund.

You have to ensure that you are physically able to undertake the planned trip. Pre-existing medical conditions must be reported before departure.

7. Travel Insurance

We strongly recommend purchasing travel insurance covering medical expenses, cancellations, and baggage loss. Umutuzo Gendo is not responsible for incidents not covered by insurance.

Any expenses advanced by Umutuzo Gendo for an uncovered incident must be reimbursed before the end of the trip.

8. Non-Smoking Policy

Smoking is prohibited in all our vehicles. Regular stops will be arranged for smokers. By default, accommodations will be booked in non-smoking rooms unless a specific request is made (subject to availability).

9. Disclaimer

We strive to provide accurate information on our website and communications. However, errors may occur, and we reserve the right to correct any inaccuracies without prior notice.

10. Complaints and Disputes

On-Site Issues

If you encounter a problem, please report it immediately to your guide or our office so we can resolve it.

After Your Trip

Any complaints have to be submitted in writing within 28 days of your return.

Governing Law

Any disputes will be subject to Rwandan law and courts.

11. Data Protection

We respect the confidentiality of your personal data in accordance with Rwanda's data protection laws. Your information will only be shared with service providers necessary for your trip.

Conclusion

By confirming your booking with Umutuzo Gendo, you accept these Terms and Conditions. We look forward to welcoming you on an unforgettable adventure!