



The Sustainable Birding Company

Terms & Conditions

1. Accommodations

The type of accommodation will be dependent on the choice of luxury chosen (budget, mid-range and luxury). The safari or package will remain the same for all and the only difference is differentiated by the accommodation chosen. All our tour prices are based on double bed accommodation, unless asked by the client to be something different. The price per person may rise substantially if single rooms are required. This additional cost is noted clearly after the price of each tour. If you want to avoid the single supplement, we can attempt to find someone to share a room with you, though this is not always possible.

2. Meals

All accommodations are on a full board basis, which provides three daily meals (Breakfast, Lunch and Dinner).

3. Air Transportation

You should arrange international flights or The Sustainable Birding Company purchase for you on request.

4. Prices

All our prices are given in either USD, EUR, GBP or KES. The prices listed on this web site will be, in almost all circumstances, the prices you pay for the tours. We only accept payments in US Dollars to one of our US Dollar accounts in our company account. Payment can be made by wire transfer. In some circumstances, we may ask for a wire transfer, since the other methods may take weeks to arrive from some countries. Fortunately, we accept credit cards if only the client is ready to pay a 5% extra charge levied by the banks now due to the high processing fees charged by the card companies.

5. Taxes

The tour program includes hotel taxes as imposed by city and state governments, entrance fees to National Parks and Game Reserves. International airport taxes are not included.

Not Included in Quoted Tour Rates:

The following are not included in the price of the tour: International flights, extra drinks, alcoholic beverages, snacks, laundry service, telephone calls, items of a personal nature, tips, travel insurance, airport taxes, visa and passport fees, vaccination fees, and excess baggage charges, gratitude to your driver guide/bird guide and not included is deviations from your vocational tours as outlined

6. Deposit

A deposit of 50%, (100% deposit for tours less than 30 days before travel) at the time of booking. The balance or final payment is paid 30 Days prior to departure. If a tour is booked within the high season (June, July, August & September) the balance of the final payment must be paid for 60 Days prior to departure.

7. Cancellation

Days	% of refund
60	50
45	30

30	0
15	0
7	0

*Trip cancellation insurance is strongly recommended.

8. Arrangements

Quoted tour rates include planning, handling and operational charges, based on the current rate of exchange and tariff as of May 2019. In the event of increase in foreign exchange or tariff rates, rates are subject to revision.

9. Privacy

Any information shared with us during the time of enquiries will be solely be used for the said vocational planning and will not be sold to third party for any commercial gains. You can rest be assured it is in safe custody. Tipping is the sole prerogative of the traveler, and thus is the one if satisfied with the cook, guide or driver's service then s/he may give a tip for services rendered, but this is not mandatory.

10. Change of itinerary

If and when The Sustainable Birding Company feels that by changing the itinerary, the resultant product will be improved then the itinerary might be subject to change. You will be informed of the changes but most likely with no additional charges.

11. Passports and Visas

We recommend the traveler to arrange his/her travel document. Though in some cases we can assist in getting the visa for you

12. Guaranteed Departures

The Sustainable Birding Company guarantees departure of all group programs once a deposit is paid excepting only cases of force majeure. This includes any major world event that adversely affects international travel patterns and circumstances beyond The Sustainable Birding Company's control.

13. Responsibility

The Sustainable Birding Company Limited, it's employees, shareholders, officers and directors (collectively "The Sustainable Birding Company") does not own or operate any entity which is to or does provide goods or services for your trip, including, for example, lodging facilities. As a result, The Sustainable Birding Company is not responsible for any negligent or willful act or failure to act of any such person or entity. In addition, The Sustainable Birding Company is not responsible for any negligent or willful act or failure to act of any person or entity it does not own or control, nor for any act or inaction of any other third party not under its control.

Without limitation The Sustainable Birding Company is not liable for any direct, indirect, consequentially, or incidental damage, injury, death, loss, accident, delay, inconvenience or irregularity of any kind which may be occasioned by reason of any act or omission beyond its control, including, without limitation any willful or negligent act, failure to act, breach of contract or violation of local law or regulation of any third party such as an airline, train, hotel, bus, taxi, van or safari operator, local ground handler or guide, whether or not it uses the The Sustainable Birding Company name, financial default or insolvency of any supplier and/or restaurant which is to, or does supply any goods or services for this trip. Similarly, The Sustainable Birding Company is not responsible for any loss, injury, death or inconvenience due to delay or changes in schedule, overbooking of accommodation, default of any third party, attacks or bites by animals, pests, or insects, injury or death while on activities sponsored by lodging facilities or by other third parties, sickness, the lack of appropriate medical care, evacuation to same, if necessary, weather, strikes, acts of God or government, acts of terrorism, or the threat thereof, force majeure, war, quarantine, epidemics, or the threat thereof, criminal activity, or any other cause beyond its control.

14. Photography

The Sustainable Birding Company may take photographs or film of its trips and trip participants, and participant grants The Sustainable Birding Company express permission to do so and for The Sustainable Birding Company to use such for promotional or commercial use.

15. Unused Services

There is no right to a refund for any unused services. Baggage is at "owner's risk" throughout the tour unless insured. The right is reserved to alter or cancel the itinerary, at The Sustainable Birding Company's sole discretion, as it may deem necessary or advisable, The Sustainable Birding Company reserves the right to decline to accept or retain any passenger on any of its tours if, in its sole discretion, it deems accepting or retaining any such passenger as being detrimental to the tour. In the event any passenger is removed from a trip, The Sustainable Birding Company's only obligation is to refund to that person that portion of the payment allocable to unused services. All scheduled airline flights are occasionally subject to overbooking, delay or cancellation. If this occurs, The Sustainable Birding Company will use its best efforts to assist clients \in finding alternative arrangements. The Sustainable Birding Company, however, is not responsible for any such events and the costs associated therewith. Changes in the Responsibility clause can be made only in writing signed by an officer of The Sustainable Birding Company.

For more information, please email: info@sustainablebirdingcompany.com