



# THE SAFARI COLLECTION

## Rack Rates - 2026 Combination Special Offers Matrix



### THE SEASON

#### 25% OFF - Minimum of 4 Nights

Stay at one or a combination of The Safari Collection's properties excluding Giraffe Manor (Sala's Camp, Sasaab or Solio Lodge) for a minimum of 4 nights during The Season and get 25% off accommodation nett rates.

#### 30% OFF - 7 Night Combo

Stay at a combination of The Safari Collection's properties (Giraffe Manor, Sala's Camp, Solio Lodge or Sasaab) for a minimum of 7 nights during The Season and get 30% off accommodation nett rates. The percentage discount does not apply to Giraffe Manor accommodation rates. However, the stay at Giraffe Manor will contribute towards the number of nights required for this combination discount.

#### 35% OFF - 10 Night Combo

Stay at a combination of The Safari Collection's properties (Giraffe Manor, Sala's Camp, Solio Lodge or Sasaab) for a minimum of 10 nights during The Season and get 35% off accommodation nett rates. The percentage discount does not apply to Giraffe Manor accommodation rates. However, the stay at Giraffe Manor will contribute towards the number of nights required for this combination discount.

### SAVINGS SEASON

#### 30% OFF - Minimum of 4 Nights

Stay at one or a combination of The Safari Collection's properties excluding Giraffe Manor (Sala's Camp, Solio Lodge or Sasaab) for a minimum of 4 nights during Savings Season and get 30% off accommodation nett rates.

#### 35% OFF - 7 Night Combo

Stay at a combination of The Safari Collection's properties (Giraffe Manor, Sala's Camp, Solio Lodge or Sasaab) for a minimum of 7 nights during Savings Season and get 35% off accommodation nett rates. The percentage discount does not apply to Giraffe Manor accommodation rates. However, the stay at Giraffe Manor will contribute towards the number of nights required for this combination discount.

#### 40% OFF - 10 Night Combo

Stay at a combination of The Safari Collection's properties (Giraffe Manor, Sala's Camp, Solio Lodge or Sasaab) for a minimum of 10 nights during Savings Season and get 40% off accommodation nett rates. The percentage discount does not apply to Giraffe Manor accommodation rates. However, the stay at Giraffe Manor will contribute towards the number of nights required for this combination discount.

| CAPACITY<br><small>(1<sup>st</sup> January 2026 - 31<sup>st</sup> December 2026)</small> | RACK RATE | 30% OFF - 7 Night Combo |
|--|-----------|-------------------------|
|  |           | RACK RATE WITH OFFER    |
| DAY ROOM SUITE - LILY  |           |                         |
| Minimum Room Rate (based on up to 4 guests sharing)                                      | 2000      | 1400                    |
| Per Adult Sharing (capacity for 2 extra guests)  | 485       | 340                     |
| Per Child Sharing (capacity for 2 extra guests)  | 340       | 238                     |
| DELUXE DAY ROOM - WARIDI & NANDI   |           |                         |
| Minimum Room Rate (based on up to 2 guests sharing)                                      | 1080      | 756                     |
| Per Adult Sharing (capacity for 2 extra guests)  | 485       | 340                     |
| Per Child Sharing (capacity for 2 extra guests)  | 340       | 238                     |
| DELUXE DAY ROOM - ALIZETI  |           |                         |
| Minimum Room Rate (based on up to 2 guests sharing)                                      | 1080      | 756                     |
| Per Adult Sharing (capacity for 1 extra guest)   | 485       | 340                     |
| Per Child Sharing (capacity for 1 extra guest)   | 340       | 238                     |
| ADDITIONAL ACCESS TO THE RETREAT   |           |                         |
| Retreat Pass (access to The Retreat for the day)   | 350       | Complimentary           |
| Early Bird Package (breakfast and half day access)                                       | 275       | 193                     |

**DAY ROOM RATES INCLUDE**  
Arrival/departure transfers (included in the rate if the collection time is after the 10:00 am check in and departure is prior to check out at 10:00 pm). All meals and a selection of house wines, house soft drinks, house beers and house spirits. Complimentary use of The Retreat's facilities (pool, gym, steam room, sauna and hot tub), subject to availability and access to Giraffe Centre.

**DAY ROOM RATES EXCLUDE**  
Spa treatments, cigars, excursions and **access to Giraffe Manor**.

**EARLY BIRD PACKAGE & RETREAT PASS**  
The Retreat Early Bird package is valid from 6:00 am to 12:00 pm. It includes continental breakfast, complimentary water, luggage space and the use of The Retreat's facilities (pool, gym, steam room, sauna and hot tub subject to availability and Giraffe Centre access. The Retreat Day Pass is valid from 10:00 am to 10:00 pm. **It includes** all meals and a selection of house wines, house soft drinks, house beers and house spirits. Complimentary use of The Retreat's facilities (pool, gym, steam room, sauna and hot tub), luggage space, subject to availability and access to Giraffe Centre. **It excludes** day room use, spa treatments, transfers\*, excursions and **access to Giraffe Manor**. Maximum capacity of 10 retreat day passes per day and a maximum capacity of 8 early bird passes per day.

\*Arrival and departure transfers are included if the Early Bird Package or the Retreat Day pass is booked in combination with another of The Safari Collection properties. Transfers are not included if the Early Bird Package or Retreat Day Pass is booked as a standalone destination at four weeks from arrival.

*\*For additional rates and extras please refer to your contract rates. For terms & conditions please visit pages 6 & 7 **here**.*

| THE SEASON<br><br>(1 <sup>st</sup> January 2026 - 5 <sup>th</sup> January 2026, 1 <sup>st</sup> June 2026 - 31 <sup>st</sup> October 2026<br>& 16 <sup>th</sup> December 2026 - 31 <sup>st</sup> December 2026 inclusive) | RACK<br>RATE | 25% OFF - Minimum of 4 Nights | 30% OFF - 7 Night Combo |      | 35% OFF - 10 Night Combo |      |
|---|--------------|-------------------------------|-------------------------|------|--------------------------|------|
|   |              | RACK RATE WITH OFFER          | RACK RATE WITH OFFER    |      | RACK RATE WITH OFFER     |      |
| KEEKOROK FAMILY UNIT WITH POOL (tent 2a and 2b)   |              |                               |                         |      |                          |      |
| Minimum Room Rate (2 adults and 2 children sharing)   | 9173         | 6879                          |                         | 6421 |                          | 5962 |
| 4 Adults Sharing  | 10185        | 7639                          |                         | 7129 |                          | 6620 |
| 3rd Child Sharing (3yrs to 15yrs inclusive)   | 1018         | 763                           |                         | 712  |                          | 661  |
| Per Adult Sharing in an extra bed   | 2546         | 1910                          |                         | 1782 |                          | 1655 |
| FOREST FAMILY UNIT WITH POOL (tent 3)   |              |                               |                         |      |                          |      |
| Minimum Room Rate (2 adults and 2 children sharing)   | 8148         | 6111                          |                         | 5703 |                          | 5296 |
| 4 adults Sharing  | 9061         | 6796                          |                         | 6343 |                          | 5890 |
| 3rd Child Sharing (3yrs to 15yrs inclusive)   | 813          | 609                           |                         | 569  |                          | 528  |
| Per Adult Sharing in an extra bed   | 2247         | 1686                          |                         | 1573 |                          | 1461 |
| KEEKOROK TENT WITH POOL (tent 1) /FOREST TENTS WITH POOL (tent 4, 5, 6 & 7)   |              |                               |                         |      |                          |      |
| Per Person Sharing  | 2546         | 1910                          |                         | 1782 |                          | 1655 |
| Per Child Sharing   | 1764         | 1323                          |                         | 1235 |                          | 1147 |
| Per Child Sharing (in an extra bed aged 3yrs to 11yrs inclusive)  | 1018         | 763                           |                         | 712  |                          | 661  |
| Single Room   | 4078         | 3058                          |                         | 2854 |                          | 2650 |

| SAVINGS SEASON<br><small>(6<sup>th</sup> January 2026 - 31<sup>st</sup> May 2026 &amp; 1<sup>st</sup> November 2026 - 15<sup>th</sup> December 2026 inclusive)</small> | RACK<br>RATE | 30% OFF - Minimum of 4 Nights | 35% OFF - 7 Night Combo |  | 40% OFF - 10 Night Combo |  |
|--|--------------|-------------------------------|-------------------------|--|--------------------------|--|
|  |              | RACK RATE WITH OFFER          | RACK RATE WITH OFFER    |  | RACK RATE WITH OFFER     |  |
| KEEKOROK FAMILY UNIT WITH POOL <small>(tent 2a and 2b)</small>   |              |                               |                         |  |                          |  |
| Minimum Room Rate (2 adults and 2 children sharing)  | 5637         | 3946                          | 3664                    |  | 3382                     |  |
| 4 Adults Sharing   | 6362         | 4453                          | 4135                    |  | 3817                     |  |
| 3rd Child Sharing (3yrs to 15yrs inclusive)  | 622          | 436                           | 404                     |  | 373                      |  |
| Per Adult Sharing in an extra bed  | 1530         | 1071                          | 994                     |  | 918                      |  |
| FOREST FAMILY UNIT WITH POOL <small>(tent 3)</small>   |              |                               |                         |  |                          |  |
| Minimum Room Rate (2 adults and 2 children sharing)  | 4751         | 3326                          | 3088                    |  | 2851                     |  |
| 4 Adults Sharing   | 5637         | 3946                          | 3664                    |  | 3382                     |  |
| 3rd Child Sharing (3yrs to 15yrs inclusive)  | 710          | 497                           | 462                     |  | 426                      |  |
| Per Adult Sharing in an extra bed  | 1288         | 902                           | 837                     |  | 773                      |  |
| KEEKOROK TENT WITH POOL <small>(tent 1)</small> /FOREST TENTS WITH POOL <small>(tent 4, 5, 6 &amp; 7)</small>  |              |                               |                         |  |                          |  |
| Per Person Sharing   | 1530         | 1071                          | 994                     |  | 918                      |  |
| Per Child Sharing  | 900          | 630                           | 585                     |  | 540                      |  |
| Per Child Sharing (in an extra bed aged 3yrs to 11yrs inclusive)   | 622          | 436                           | 404                     |  | 373                      |  |
| Single Room  | 2306         | 1614                          | 1499                    |  | 1384                     |  |

**RATES INCLUDE** Airstrip transfers, game drives and other camp activities, all meals, house wines, house soft drinks, house beers, house spirits, laundry, bush meals, sundowners, bush volley ball, nature walks and children's activities.

**RATES EXCLUDE:** Champagne, luxury spirits, selected wines, tips, travel & emergency evacuation insurance, balloon rides, in-room massage, personal effects, road transfers and the daily park and conservation fees (US\$ 185 per adult and US\$ 95 per child from January to June and US\$ 285 per adult and US\$ 95 per child from July to December).

| THE SEASON<br><div>(1<sup>st</sup> January 2026 - 5<sup>th</sup> January 2026, 1<sup>st</sup> June 2026 - 31<sup>st</sup> October 2026<br/>&amp; 16<sup>th</sup> December 2026 - 31<sup>st</sup> December 2026 inclusive)</div> | RACK<br>RATE | 25% OFF - Minimum of 4 Nights |  |  | 30% OFF - 7 Night Combo |  |  | 35% OFF - 10 Night Combo |
|---|--------------|-------------------------------|--|--|-------------------------|--|--|--------------------------|
|   |              | RACK RATE WITH OFFER          |  |  | RACK RATE WITH OFFER    |  |  | RACK RATE WITH OFFER     |
| FAMILY SUITES (2 suites)  |              |                               |  |  |                         |  |  |                          |
| Minimum Room Rate (2 adults and 2 children sharing)   | 6282         | 4712                          |  |  | 4398                    |  |  | 4084                     |
| 3rd Child Sharing (3yrs to 15yrs inclusive)   | 974          | 730                           |  |  | 682                     |  |  | 633                      |
| 4 Adults Sharing  | 7411         | 5558                          |  |  | 5188                    |  |  | 4817                     |
| Per Adult Sharing in an extra bed   | 1852         | 1389                          |  |  | 1296                    |  |  | 1204                     |
| ALL SUITES (7 suites)   |              |                               |  |  |                         |  |  |                          |
| Per Person Sharing  | 1852         | 1389                          |  |  | 1296                    |  |  | 1204                     |
| Per Child Rate  | 1288         | 966                           |  |  | 902                     |  |  | 837                      |
| Per Child Sharing (in an extra bed aged 3yrs to 11yrs inclusive)  | 974          | 730                           |  |  | 682                     |  |  | 633                      |
| Single Room   | 2635         | 1977                          |  |  | 1845                    |  |  | 1713                     |

| SAVINGS SEASON<br><small>(6<sup>th</sup> January 2026 - 31<sup>st</sup> May 2026 &amp; 1<sup>st</sup> November 2026 - 15<sup>th</sup> December 2026 inclusive)</small> | RACK<br>RATE | 30% OFF - Minimum of 4 Nights |  |  | 35% OFF - 7 Night Combo |  |  | 40% OFF - 10 Night Combo |
|--|--------------|-------------------------------|--|--|-------------------------|--|--|--------------------------|
|  |              | RACK RATE WITH OFFER          |  |  | RACK RATE WITH OFFER    |  |  | RACK RATE WITH OFFER     |
| FAMILY SUITES (2 suites)   |              |                               |  |  |                         |  |  |                          |
| Minimum Room Rate (2 adults and 2 children sharing)  | 4520         | 3164                          |  |  | 2938                    |  |  | 2712                     |
| 3rd Child Sharing (3yrs to 15yrs inclusive)  | 622          | 436                           |  |  | 404                     |  |  | 373                      |
| 4 Adults Sharing   | 5319         | 3723                          |  |  | 3457                    |  |  | 3191                     |
| Per Adult Sharing in an extra bed  | 1329         | 931                           |  |  | 864                     |  |  | 798                      |
| ALL SUITES (7 suites)  |              |                               |  |  |                         |  |  |                          |
| Per Person Sharing   | 1329         | 931                           |  |  | 864                     |  |  | 798                      |
| Per Child Rate   | 930          | 651                           |  |  | 604                     |  |  | 558                      |
| Per Child Sharing (in an extra bed aged 3yrs to 11yrs inclusive)   | 622          | 436                           |  |  | 404                     |  |  | 373                      |
| Single Room  | 1859         | 1302                          |  |  | 1209                    |  |  | 1116                     |

RATES INCLUDE

Airstrip transfers, game drives, guided bush walks, camel walks, fly camping (by prior arrangement only and can sometimes involve the exclusive hire of a vehicle at US\$ 490 per day), all meals, house wines, house soft drinks, house beers, house spirits, laundry, bush meals, school/clinic/village/market visits and sundowners.

RATES EXCLUDE

Champagne, luxury spirits, selected wines, treatments in Spasaab, tips, quad bike excursions, scenic helicopter ride, travel & emergency evacuation insurance, personal effects, road transfers and the nightly park and conservation fees (US\$ 1 60 per adult and US\$ 87.50 per child).

\*For additional rates and extras please refer to your contract rates. For terms & conditions please visit pages 6 & 7 **here**.

| THE SEASON<br><div>(1<sup>st</sup> January 2026 - 5<sup>th</sup> January 2026, 1<sup>st</sup> June 2026 - 31<sup>st</sup> October 2026<br/>&amp; 16<sup>th</sup> December 2026 - 31<sup>st</sup> December 2026 inclusive)</div> | RACK<br>RATE | 25% OFF - Minimum of 4 Nights |  |  | 30% OFF - 7 Night Combo |  |  | 35% OFF - 10 Night Combo |
|---|--------------|-------------------------------|--|--|-------------------------|--|--|--------------------------|
|   |              | RACK RATE WITH OFFER          |  |  | RACK RATE WITH OFFER    |  |  | RACK RATE WITH OFFER     |
| FAMILY COTTAGE  |              |                               |  |  |                         |  |  |                          |
| Minimum Room Rate (2 adults and 2 children sharing)   | 5736         | 4302                          |  |  | 4015                    |  |  | 3729                     |
| 3rd Child Sharing (3yrs to 15yrs inclusive)   | 886          | 665                           |  |  | 621                     |  |  | 576                      |
| 4 Adults Sharing  | 6735         | 5051                          |  |  | 4714                    |  |  | 4378                     |
| Per Adult Sharing in an extra bed   | 1684         | 1263                          |  |  | 1179                    |  |  | 1094                     |
| ALL OTHER ROOMS (4 cottages)  |              |                               |  |  |                         |  |  |                          |
| Per Person Sharing  | 1684         | 1263                          |  |  | 1179                    |  |  | 1094                     |
| Per Child Rate  | 1184         | 888                           |  |  | 829                     |  |  | 770                      |
| Per Child Sharing (in an extra bed aged 3yrs to 11yrs inclusive)  | 886          | 664                           |  |  | 620                     |  |  | 576                      |
| Single Room   | 2394         | 1795                          |  |  | 1676                    |  |  | 1556                     |

| SAVINGS SEASON<br><small>(6<sup>th</sup> January 2026 - 31<sup>st</sup> May 2026 &amp; 1<sup>st</sup> November 2026 - 15<sup>th</sup> December 2026 inclusive)</small> | RACK<br>RATE | 30% OFF - Minimum of 4 Nights |  |  | 35% OFF - 7 Night Combo |  |  | 40% OFF - 10 Night Combo |
|--|--------------|-------------------------------|--|--|-------------------------|--|--|--------------------------|
|  |              | RACK RATE WITH OFFER          |  |  | RACK RATE WITH OFFER    |  |  | RACK RATE WITH OFFER     |
| FAMILY COTTAGE   |              |                               |  |  |                         |  |  |                          |
| Minimum Room Rate (2 adults and 2 children sharing)  | 4219         | 2953                          |  |  | 2743                    |  |  | 2532                     |
| 3rd Child Sharing (3yrs to 15yrs inclusive)  | 872          | 610                           |  |  | 567                     |  |  | 523                      |
| 4 Adults Sharing   | 4951         | 3466                          |  |  | 3218                    |  |  | 2971                     |
| Per Adult Sharing in an extra bed  | 1238         | 866                           |  |  | 805                     |  |  | 743                      |
| ALL OTHER ROOMS <small>(4 cottages)</small>  |              |                               |  |  |                         |  |  |                          |
| Per Person Sharing   | 1238         | 866                           |  |  | 805                     |  |  | 743                      |
| Per Child Rate   | 872          | 610                           |  |  | 567                     |  |  | 523                      |
| Per Child Sharing (in an extra bed aged 3yrs to 11yrs inclusive)   | 622          | 436                           |  |  | 404                     |  |  | 373                      |
| Single Room  | 1852         | 1296                          |  |  | 1204                    |  |  | 1111                     |

**RATES INCLUDE**  
Airstrip transfers, game drives, excursions to the Aberdare National Park (excluding park fees), walking, local farm visit, horse riding, mountain biking, all meals, house wines, house soft drinks, house beers, house spirits, laundry, bush breakfasts and sundowners.

**RATES EXCLUDE**  
Champagne, luxury spirits, selected wines, tips, travel & emergency evacuation insurance, scenic helicopter ride, massage treatments, park fees to the Aberdare National Park, visit to Cinnabar Green, personal effects, road transfers and the nightly conservation fees (US\$ 122 per adult and US\$ 61 per child).

*\*For additional rates and extras please refer to your contract rates. For terms & conditions please visit pages 6 & 7 **here**.*



# TERMS & CONDITIONS

## MAKING A BOOKING

We will accept provisional bookings however these will be held for a maximum of ten calendar days unless an extension has been requested for in writing and has been approved in writing by The Safari Collection. This extension will only be for a maximum of another ten calendar days. Bookings will be considered **confirmed ONLY** upon receipt of a completed **booking form** from the guest and a deposit of 30% of the total reservation amount has been received by The Safari Collection. Please note that until a 30% deposit is received upon expiry of the provisional booking, The Safari Collection has every right to release the rooms and services. All bookings are non-transferable. By sending a booking form you are entering into a contract with The Safari Collection and therefore are bound by the following terms and conditions:

## GUEST RESPONSIBILITY

By confirming a booking with The Safari Collection, the guest takes full responsibility for the booking whether financial or otherwise on any other guests' behalf (unless that guest fills in their OWN booking form) and confirms that the information provided to the rest of their party and to The Safari Collection is true, accurate and complete.

## PAYMENT

Full and final payment must be received in full and cleared funds by The Safari Collection no later than 45 days before the arrival date under the booking (or if the booking is within 45 days, immediately upon booking). If final payment is not received, then The Safari Collection is entitled to release the rooms and services with no further liability to it. In such circumstances the deposit will not be refunded to you and any reimbursement of payment received will be dealt with in according with the section on "Cancellation" below.

## CANCELLATION

Cancellation must be made in writing via email to [info@thesafaricollection.com](mailto:info@thesafaricollection.com) AND receipt of the cancellation must also be confirmed in writing by The Safari Collection. If there is no acknowledgment of the cancellation from The Safari Collection it means that your cancellation notification has not been received and is therefore not valid. We will use reasonable efforts to respond to emails on time but please ensure that you follow up on any cancellation notification. Cancellation notifications must be acknowledged by The Safari Collection in writing in order to be valid. In the event of a valid cancellation notification, the following terms will apply (subject to the Disclaimer and Force Majeure clauses below included with these terms):

- More than 120 days before arrival, the 30% deposit is refunded, net of bank/payment transaction/currency exchange charges and an admin fee of 5% of the booking value.
- Between 120 and 46 days prior to arrival, the 30% deposit is forfeited.
- Between 45 days and 30 days, 50% of the full value is forfeited, the balance will be net of bank/payment transaction/currency exchange charges.
- Less than 30 days, and no shows, 100% is forfeited.
- No refund will be given for guests who join a tour but leave before its completion.

## CHILDREN

For the purpose of all our rates, children are aged 3 years – 15 years and 364 days. Persons aged 16 and above are considered adults. Infants (aged 0 – 2 yrs and 364 days) stay free of charge. With the exception of Giraffe Manor where children are 3 to 11 years and 364 days and persons aged 12 and above are considered adults.

## INSURANCE

The Safari Collection generally recommends that guests intending to go on a tour ensure that full travel and medical insurance has been taken out by that guest or on behalf of the guest. If the guest chooses to go on a tour without taking out full travel and medical insurance, The Safari Collection, its employees, and agents will not be held responsible for any liability arising out of any cancellation or rebooking or any injury or incident arising during the tour.

## WILD ANIMALS

Safaris in Africa entail a certain degree of risk. We advise our guests to always consult their guide before undertaking any activity that may bring them into an area populated by wild animals and all guests must adhere to the directions provided by their guide or tour leader and at each camp. Please be aware that these safaris may take guests into close contact with wild animals. Attacks by wild animals are rare, but no safari into the African wilderness can guarantee that this will not occur. To the extent permitted by law, neither The Safari Collection, nor its employees, nor its agents can be held responsible for any injury or incident on the safari.

## RATES

Whilst The Safari Collection will endeavour to adhere to those rates published on behalf of our properties, partner properties, conservancies, parks and any other services, we do reserve the right to change rates without any prior notice.

## THIRD PARTY SERVICES

Where there are third party services whose terms dictate additional deposits, full payment up front or balance payment earlier than 45 days to arrival, our sales consultant will alert you to this and this will be reflected on your invoice.

Cancellation of bookings which include 3rd party properties may attract additional/alternative cancellation penalties in line with the 3rd parties Ts & Cs.

## PHOTOGRAPHY AND FILMING

Please send any filming or photography content requests for publications, commercials and brands to The Safari Collection's marketing department ([marketing@thesafaricollection.com](mailto:marketing@thesafaricollection.com)). The Safari Collection has the right to evaluate each booking request that involves filming or photography on a case-by-case basis and the right to refuse bookings to ensure that all content is aligned with the brand values.

## CLOSURE DATES

- Giraffe Manor will be closed from 10 April to 10 May 2026 inclusive.
- Sala's Camp will be closed from 10 April to 29 May 2026 inclusive.
- Sasaab will be closed from 16 November to 30 November 2026 inclusive.
- Solio Lodge will be closed from 01 November to 15 November 2026 inclusive.

These dates are subject to change and there is flexibility with closure dates. Please contact reservations for more information.

# TERMS & CONDITIONS

## FORCE MAJEURE

For the purposes of these Terms and Conditions a “**force majeure event**” means any circumstance not within a party’s reasonable control including, without limitation: acts of God, flood, drought, earthquake or other natural disaster; epidemic or pandemic that attract travel restrictions or otherwise have significant effects on travel; terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations; nuclear, chemical or biological contamination or sonic boom.

Except where otherwise expressly stated in these Terms and Conditions and having taken the necessary steps to meet its contractual obligations, The Safari Collection shall not accept liability or pay any refund or compensation where the performance or prompt performance of our contractual obligations is prevented or affected by the agent or where the guest otherwise suffers any damage or loss as a result of a force majeure event.

Where a force majeure event occurs which renders a tour impossible, illegal, or inadvisable, a guest may be entitled to cancellation of their tour/booking subject to the following terms (to the extent applicable):

- More than 120 days before arrival, the 30% deposit is refunded, net of bank/payment transaction/currency exchange charges and an admin fee of 5% of the booking value (applicable to both cancellations and deferments). The Safari Collection will request the guest to consider acceptance of a non-refundable credit note valid for 24 months from the date of issue, acceptance of which will be at the guest's discretion. The specific terms and conditions of the travel credit will be outlined in the travel credit note issued.
- Between 120 and 46 days prior to arrival, the 30% deposit will be held in the form of a non-refundable credit note valid for 24 months from the date of issue. Any further balance to be refunded will be net of bank/payment transaction/currency exchange charges.
- Between 45 days and 30 days, 50% of the full value will be held in the form of a non-refundable credit note valid for 24 months from the date of issue. The specific terms and conditions of the travel credit will be outlined in the travel credit note issued. Any further balance to be refunded will be net of bank/payment transaction/currency exchange charges.
- Less than 30 days, and no shows, leaving a tour before completion - 100% is forfeited, BUT The Safari Collection will supply the guest with a non-refundable credit note with a validity of 24 months that can be used against a future booking. The specific terms and conditions of the travel credit will be outlined in the travel credit note issued.
- No refund will be given for guests who join a tour but leave before its completion.

In order for the force majeure cancellation notice to be valid, notice must be provided to The Safari Collection in writing via email to [info@thesafaricollection.com](mailto:info@thesafaricollection.com) AND receipt of the cancellation must also be confirmed in writing by The Safari Collection. A credit note will only be issued where the required deposit threshold is met. Please contact The Safari Collection for any queries relating to this.

In addition to the above, The Safari Collection shall, subject to the Cancellation section above, have the right to itself cancel any tour or the remainder thereof or make any alteration in route, accommodation, price or other detail where force majeure event occurs. The Safari Collection shall also, where possible and available, maintain its discretion to allow for a modification on the confirmed booking to such a time in the future as may be convenient to both parties.

Subject to these terms, The Safari Collection may from time to time and at its sole discretion issue specific terms and conditions to apply in specific force majeure events, which will be included as an addendum to these Terms and Conditions. Notification of any variation will be provided.

## DISCLAIMER

This agreement is made subject to and shall be governed and construed according to the laws of Kenya. Nothing in this agreement shall limit or exclude The Safari Collection's liability for: (a) death or personal injury caused by its direct and substantial negligence, or the direct and substantial negligence of its employees, agents or subcontractors (as applicable); (b) fraud or fraudulent misrepresentation or willful default; and (c) any matter in respect of which it would be unlawful for The Safari Collection to exclude or restrict liability.

Subject to such provision and to the extent permissible under applicable law, neither The Safari Collection Limited, nor any person acting for, through or on its behalf shall be liable for any loss or damage whatsoever and, without restricting the generality of the foregoing, shall not be responsible for direct, indirect or consequential loss or damage arising from any errors or omission, contained in any brochure or other literature, late or non-confirmation or acceptance of bookings occasioned by the agent or guest; or loss or damage to any property, or loss or damage caused by delays, sickness, personal injury or death (irrespective of the cause of such injury, death, loss or damage) except if such a liability or claim is as a direct and substantial result of the gross negligence or willful misconduct of The Safari Collection.

The Safari Collection may, at its discretion and without liability or cost to itself, at any time cancel or terminate the guest's booking and in particular without limiting the generality of the foregoing, it shall be entitled to do so in the event of the illness or the illegal or incompatible behaviour of the guest, or under any other cause permitted by these terms and who shall in such circumstances not be entitled to any refund.