

Hugu Hugu Adventures

Plot 53A Naguru Drive, Naguru, Kampala, UGANDA

contact@huguhuguadventures.com

+256775917667



Terms and conditions 17/06/2021

CANCELLATION AND POSTPONEMENT

1/ Trip refund in the event of cancellation from the client

- Transportation, gas, driver and all activities not paid for in advance are 100% refundable (excluding bank transfer fees).
- Travel organization fees are 50% refundable (excluding bank transfer fees).
- Hotel fees, UWA permits and entry fees, cruise fees, Ziwa tour fees, bicycle safari fees or any other activity fees paid in advance are refundable if and only if the partner (hotel, UWA, activity organizer) agrees to reimburse them. We cannot vouch for the cancellation policies of the partners we work with. We recommend that you take out international travel insurance if you wish to be reimbursed in the event of cancellation of your trip.

2/ Trip postponement

The trip may be postponed to a later date at no cost from us. Possible fees may be applied by the partners we work with, which must be paid in advance (hotels, UWA, activity organizers). In practice, since the beginning of the health crisis, all our partners have agreed to postpone bookings without charge, but we cannot guarantee their cancellation and postponement policies.

In the event of postponement to a new date, the cost of the trip may increase if one of our partners (hotel or activity organizer) raises the price of its service.

3/ Problems due to the organizer

In the event of unforeseen circumstances on the part of Hugu Hugu Adventures (vehicle breakdown, illness of the driver, etc.), the agency undertakes to do its utmost to put in place a solution that will not impact on the smooth running of the trip (rental of another car or dispatch of another driver at Hugu Hugu Adventures' expense, for example). Should an activity be cancelled due to unforeseen circumstances on the part of Hugu Hugu Adventures, the agency undertakes to refund the customer in full.

4/ Trip payment

Terms of payment :

- A 50% deposit is payable when the trip is booked.
 - The balance must be paid one month before the start of the trip.
 - Trips taking place in more than one month may be paid for by international bank transfer in USD. Bank transfer charges are payable by the customer.
 - Trips taking place in less than one month must be paid for by credit card using [this payment link](#). A fee of 3.5% will be charged to the customer.
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HEALTH

Yellow fever vaccination: This vaccine is compulsory for entry into Uganda. You must present your yellow fever card on arrival. You will not be admitted to the country without your vaccination certificate. We advise you to be vaccinated at least 1 month before departure, as vaccine shortages may occur.

Anti-malarial drugs (e.g. Malarone, Doxycycline): Malaria prophylaxis is very strongly recommended. Ask your doctor which anti-malarial medication is best suited to you and your trip. It is essential to consult your doctor and follow his or her recommendations before travelling.

INSURANCE

Due to the nature of safaris and the risks normally associated with them, HUGU HUGU ADVENTURES cannot be held responsible for any eventuality resulting from illness, injury, pandemic, political risk or any other unforeseen event.
