CvA travel Travel Conditions

CONTENTS

ARTICLE 1 - DEFINITIONS

ARTICLE 2 - APPLICABILITY OF THE CONDITIONS

THE BOOKING

ARTICLE 3 - FORMATION OF THE CONTRACT

INFORMATION

ARTICLE 4 - INFORMATION PROVIDED BY THE ORGANISER

ARTICLE 5 - INFORMATION PROVIDED BY THE TRAVELLER

BEFORE THE TRIP

ARTICLE 6 - PAYMENT

ARTICLE 7 - TRANSFER OF THE BOOKING

ARTICLE 8 - CHANGES AT THE TRAVELLER'S REQUEST

ARTICLE 9 - CANCELLATION BY THE TRAVELLER

ARTICLE 10 - PRICE CHANGES

ARTICLE 11 - CHANGES BY THE ORGANISER

ARTICLE 12 - CANCELLATION BY THE ORGANISER

PERFORMANCE OF THE TRIP

ARTICLE 13 - RESPONSIBILITY & LACK OF CONFORMITY

ARTICLE 14 - ASSISTANCE

LIABILITY

ARTICLE 15 - ATTRIBUTION, FORCE MAJEURE AND EXCLUSIONS OF LIABILITY

TRAVELLER'S OBLIGATIONS

ARTICLE 16 - TRAVELLER'S OBLIGATIONS

OTHER PROVISIONS

ARTICLE 17 - COMPLAINTS

ARTICLE 18 - OTHER PROVISIONS

ARTICLE 19 - SAFARI

Article 1 - Definitions

Organiser: CvA travel, registered with the Netherlands Chamber of Commerce under number 91635233.
Traveller: any person who wishes to conclude a contract with the Organiser relating to a Trip, and any person who is entitled to travel on the basis of the contract;
Travel Service: a service that forms part of the trip, such as carriage of passengers, car hire, accommodation and excursions.
Travel Service Provider: the provider that performs part of the Trip, such as accommodation providers, carriers, external guides, etc.
Contract: the contract relating to the booked Trip, including these Conditions.
In Writing: on paper or by electronic means, including by email.
Conditions: these general terms and conditions.
Package: a package within the meaning of the law.
Trip: a Package or, where these Conditions have been declared applicable to it, a single Travel Service.
Working Days: Monday to Friday, excluding public holidays recognised in the Netherlands, during office hours (9 am to 5 pm Dutch time).

Article 2 - Applicability of the Conditions

2.1 Packages
These Conditions apply to all Packages offered by or agreed with the Organiser.

2.2 Travel Services
These Conditions may also be declared applicable to Travel Services that do not form a package. In that case, Title 7A of Book 7 of the Dutch Civil Code, which contains the rules on package travel contracts, does not apply. These Travel Services are not protected against the insolvency of the Organiser, unless the offer expressly states which party provides cover and this follows from the guarantee or insurance terms.

2.3 Deviating and additional terms
Deviating and additional terms must be agreed In Writing and take precedence over these Conditions.

2.4 Bicycle hire
If the Traveller hires a bicycle for the Trip, the bicycle forms part of the Package. The Organiser hires the bicycle out to the Traveller. Bicycles for Trips in Uganda and Rwanda are owned by the Organiser. Bicycles for Trips in other countries, such as Tanzania, South Africa, Vietnam and Laos, are hired by the Organiser from a local Travel Service Provider; those bicycles remain the property of the local Travel Service Provider. In addition to these Conditions, the Organiser's General Bicycle Hire Terms apply to the hire. On receiving the bicycle, the Traveller signs a hire agreement. The Organiser provides the General Bicycle Hire Terms before booking, together with these Conditions. By way of exception to the previous paragraph, these Conditions and the Traveller's statutory rights take precedence in the event of any conflict.

2.5 Insolvency protection
The Organiser is a member of the Garantiefonds voor Gespecialiseerde Touroperators (GGTO), the Dutch guarantee fund for specialist tour operators. Within the limits of the GGTO guarantee scheme, if the Organiser becomes insolvent, the Traveller will be refunded the amounts paid to the extent that the Travel Services are not performed as a result; if the Trip has already started, it can be continued. Because the international flight does not form part of the Trip (Article 4), it is not covered by this guarantee. The guarantee scheme can be found on the GGTO website.

THE BOOKING

Article 3 - Formation of the Contract

3.1 Content of the offer

The Trip offered comprises only the services and facilities expressly described in the Organiser's quotation and publications. Information in publications of Travel Service Providers does not form part of the offer, regardless of whether a link to it is included in the Organiser's offer. The stated duration of the Trip is given in whole days, with the days of departure and arrival each counted as a whole day.

3.2 Non-binding offer

The Organiser's offer is non-binding and may be withdrawn by the Organiser after acceptance until 5 pm on the next Working Day.

3.3 The booking

The Contract is concluded as soon as the Traveller accepts the Organiser's offer, subject to the availability of the Trip.

The costs per booking are:

- 1 traveller € 25.00
- 2 travellers € 40.00
- 3 or more travellers € 50.00
- GGTO contribution € 9.00 per person
- VvKR contribution € 5.00 per person

These costs are mandatory and are included in the total price stated by the Organiser in the offer.

3.4 Obvious errors

The Organiser is not bound by obvious errors in the offer. If there is reason for doubt, the Traveller should make enquiries.

3.5 Preferences

No rights can be derived from preferences communicated by the Traveller, unless the Organiser has confirmed In Writing that it will meet the preference. A mere mention as a preference on the booking confirmation is not sufficient for this purpose.

3.6 Special requirements

If, when booking, the Traveller informs the Organiser of medical requirements or other important interests as a 'requirement', the Organiser will assess whether it can meet them. If the Organiser cannot or will not meet the requirements, the Contract will not be concluded. The Organiser may change the price in connection with the stated requirements.

3.7 Booking confirmation

After the Trip has been booked and availability has been checked, the Organiser will send a booking confirmation.

3.8 Withdrawal by the Traveller

A booking of the Trip is final. The Traveller has no right to withdraw from the Contract.

3.9 Minors

The Traveller who books the Trip must be of age (18 or over).

3.10 Booking for other Travellers & communication

The Traveller who books for other Travellers is jointly and severally liable for all obligations arising from the booking. Each of the other Travellers is liable for their own share. The confirmation, the invoice and all other communications are sent only to the Traveller who made the booking. The Traveller who books the Trip for others must provide relevant personal circumstances of those other Travellers when booking. The Traveller who books the Trip for others must provide those other Travellers with these Conditions and other relevant communications. The Traveller who books the Trip indemnifies the Organiser against any loss resulting from failure to comply with the above obligations.

INFORMATION

Article 4 - Information provided by the Organiser

4.1 Price of the Trip

Prices stated are per person, unless expressly stated otherwise.

4.2 Information before booking

Before booking, usually together with the quotation, the Organiser provides the Traveller with: these Conditions, the General Bicycle Hire Terms (where applicable), the standard information form for package travel, the itinerary of the Trip and a reference to the privacy notice.

4.3 Flights

The international flight does not form part of the Trip; the Traveller books their own flight. The Organiser only advises on the dates of arrival and departure. The Organiser ensures that the Traveller is collected from the airport on the advised arrival date and taken to the airport on the advised departure date. The Traveller provides their flight details no later than four weeks before departure and reports any changes immediately. Additional costs incurred because the Traveller arrives or departs on a different day or at a different time, or because their flight is delayed or cancelled, such as an extra transfer or overnight stay, are at the Traveller's expense.

4.4 Information provided by the Organiser on booking

On booking, or immediately afterwards, the Organiser provides the Traveller with the Contract, including the Traveller's accepted preferences and information tailored to Dutch nationality on the required travel documents (passports, visas, etc.) and any health formalities.

4.5 Travel documents

The Traveller must hold the necessary travel documents throughout the Trip, such as a passport, visas, vaccination certificates, etc. Given the great importance of this, the Traveller must check with the official authorities whether the information is complete and up to date. Before booking the Trip, the Traveller must check whether there is sufficient time to obtain the required travel documents. If the Traveller is unable to make all or part of the Trip because they do not have the correct travel documents, the costs are at the Traveller's expense.

4.6 Information about insurance

The Organiser draws the Traveller's attention to the option of taking out cancellation insurance and travel insurance. The Organiser does not require any insurance; taking out insurance is the Traveller's own responsibility. The Organiser strongly advises travel insurance that covers medical expenses and repatriation, and the Traveller should check whether their policy covers cycling on unsurfaced roads, including on an (electric) mountain bike. Costs arising because the Traveller is uninsured or underinsured are at the Traveller's expense.

Article 5 - Information provided by the Traveller

5.1 Relevant information about the Traveller(s)

Before booking, the booking Traveller provides all relevant information about the Travellers registered, in particular information that may affect the health or safety of the Traveller or others. If the information provided is incorrect or incomplete, the Traveller may be excluded from participation. The Traveller then owes the cancellation charges set out in Article 9(2) [cancellation charges]. Any other costs are also at the Traveller's expense.

5.2 Reduced mobility, pregnancy and illness
Travellers with reduced mobility and those accompanying them, pregnant women and Travellers with an illness that may affect the Trip must inform the Organiser of this when concluding the Contract, or in any event as soon as possible after the Traveller becomes aware of it, in view of any consequences for the Trip and in particular for air travel. These Travellers must themselves check with the carrier whether a medical certificate is required in order to travel.

5.3 Pace and height
No cycling experience is needed to take part. The bicycle is the means of getting to know the country; the Traveller sets their own pace and, on Trips with a support vehicle, can ride in the vehicle for (part of) a stage. If the Traveller hires a bicycle, they state their height before booking so that the frame size can be chosen. The Traveller reports any conditions or limitations relevant to safe participation before booking.

5.4 Data for the performance of the Trip
The Organiser passes on the data needed to perform the Trip to the local partner and other Travel Service Providers in the country of destination, including where that country is outside the European Union. This concerns name, contact details, flight details, dietary requirements and the contact details of a person in the Netherlands who can be notified in an emergency. The Organiser passes on health information and allergies only if the Traveller has given explicit consent. The Traveller informs their contact person that the contact person's details are passed on for this purpose. Further information can be found in the privacy notice.

BEFORE THE TRIP

Article 6 - Payment

6.1 Deposit
The deposit is 30% of the price of the Trip. The deposit must be received within 7 days of booking.

6.2 Balance
The balance of the price of the Trip must be paid no later than 6 weeks before the start of the Trip. If the booking is made within 6 weeks of the start of the Trip, the full price must be paid immediately after booking. In any event, full payment must be received before the start of the Trip.

6.3 Default and interest
If the Traveller does not pay within the agreed period, the Traveller is in default without any further notice of default being required, and statutory interest is payable on the outstanding amount.

6.4 Collection costs
The Traveller must pay extrajudicial collection costs if the Traveller has not paid within the final payment deadline set in a written reminder. That deadline is at least 14 days after receipt of the reminder. The extrajudicial collection costs are: 15% of the amount claimed up to € 2,500.00, 10% of the next € 2,500.00, 5% of the next € 5,000.00 and 1% of any amount above that.

6.5 Further consequences of non-payment
If payment is still not made after a reminder, or if payment has not been made before the start of the Trip, the Organiser may exclude the Traveller from participation. The obligation to pay remains. Instead of excluding the Traveller from participation, the Organiser may cancel the Contract and charge the Traveller the cancellation charges due as set out in [Article 9(2)].

Article 7 - Transfer of the booking

7.1 Conditions and notification
A Traveller may transfer the Trip to another person. The other person must meet all the conditions attached to the Trip. A transfer is possible only to the extent that the terms of the Travel Service Provider concerned allow it. If flight tickets form part of the Trip, the flight tickets often cannot be transferred. The Trip can then be transferred if new flight tickets are booked at the Traveller's expense. The Traveller must ask the Organiser to substitute the other person no later than 7 days before the Trip.

7.2 Joint and several liability and additional costs

The Traveller and the person taking over the Trip are jointly and severally liable for payment of the price of the Trip and any additional costs arising from the transfer, including amendment fees.

Article 8 - Changes at the Traveller's request

8.1 Changes

The Traveller who has booked the Trip may ask the Organiser to change the Contract. The Organiser is not obliged to do so. The Organiser will inform the Traveller of the new price of the Trip. If the Traveller agrees to the cost of the change, the new price of the Trip and the amendment fee are payable. If the new price of the Trip is lower than the original price, the difference is set off against the amendment fee due.

8.2 Change of departure date

Unless the Organiser indicates that it is a rebooking, a change of departure date constitutes cancellation of the existing contract and the conclusion of a new contract. The cancellation rules of Article 9 [cancellation charges] apply to the cancelled contract.

Article 9 - Cancellation by the Traveller

9.1 Cancellation

The Traveller may cancel the booking before the start of the Trip. Cancellation must be made In Writing. The date on which the Organiser receives the cancellation is the time of cancellation. If it is received after 5 pm or outside Working Days, the next Working Day is treated as the date of receipt.

9.2 Cancellation charges

On cancellation, the Traveller owes the following amounts, except in the case set out in the next paragraph:
Up to 61 days before the day of departure: 25% of the price of the Trip.
From 60 to 32 days before the day of departure: 50% of the price of the Trip.
From 31 days before the day of departure: 100% of the price of the Trip.
The hired bicycle forms part of the price of the Trip and is not a separate contract. The cancellation charges are therefore calculated on the total price of the Trip, including the bicycle hire. The percentages stated are the total amount due; they are not added together.

9.3 Cancellation without charges in extraordinary circumstances

The Traveller may terminate the Contract before the start of the Trip without paying cancellation charges if unavoidable and extraordinary circumstances occur at the destination or in its immediate vicinity that significantly affect the performance of the Trip. The Traveller will then be refunded the price paid for the Trip, but will not receive compensation.

9.4 Reduction in the number of travellers

If the number of Travellers within one booking is reduced, the Organiser may, at its discretion, charge as cancellation charges:

1. the standard cancellation charges set out in paragraph 2 of this Article, or;
2. the full price of the Trip for the cancelled person, less the cost savings resulting from the cancellation.

9.5 Cancellation charges on cancellation after a rebooked trip

The Traveller and the Organiser may rebook the trip to a later date. If the Traveller cancels the rebooked trip, the cancellation charges will be at least the amount that would have been due had the trip been cancelled on the date of the rebooking.

(Example: 14 days before the start of the original trip, the trip is rebooked to 1 year later. 6 months before the start of the rebooked trip, the traveller cancels because they no longer wish to travel. The cancellation charges then amount to 100% of the price of the Trip.)

9.6 Travel credit issued as a goodwill gesture

If a Trip has been cancelled by the Traveller and travel credit is granted as a goodwill gesture, the following applies (unless the Organiser communicates other terms):

- the travel credit must be used within one year of being granted.
- the new trip must start within two years of the travel credit being granted.
- the travel credit is personal to the Traveller and cannot be transferred.
- the travel credit can only be used for the same Trip at a later date.
- if the trip is more expensive at the later date, the price difference will be charged to the Traveller.
- if the Traveller cancels a Trip booked with travel credit granted as a goodwill gesture, the travel credit is forfeited.

Article 10 - Price changes

10.1 Price changes

Up to 20 days before the start of the Trip, the Organiser may increase the price of the Trip as a result of price changes in:

- the cost of fuel or other power sources, or;
- taxes or fees charged by third parties not directly involved in the performance of the Trip. The Organiser may include in the Contract that it may increase the price of the Trip up to 20 days before the start of the Trip on the basis of changes in exchange rates. The Contract must set out the method for recalculating the price on the basis of the exchange rate. The Organiser will notify the Traveller of the price increase In Writing, stating the reasons and providing a calculation.

10.2 Termination by the Traveller

If the price increase exceeds 8% of the price of the Trip, the Traveller may terminate the Contract and will be refunded the price paid for the Trip.

10.3 Price reduction

If the right to increase the price has been agreed, the Traveller has a corresponding right to a price reduction. From the amount owed to the Traveller, the Organiser may deduct the administrative expenses actually incurred, up to a maximum of € 30.00. At the Traveller's request, the Organiser will provide proof of these expenses.

Article 11 - Changes by the Organiser

11.1 Changes

Before the start of the Trip, the Organiser may unilaterally make minor changes to the Trip. The Traveller will be informed of these.

11.2 Significant changes

If necessary, the Organiser may significantly change the main characteristics of the Trip before it starts. This also includes offering an alternative Trip. The Traveller may accept the change or terminate the Contract without paying cancellation charges. On termination, the price of the Trip paid by the Traveller will be refunded. The Organiser may set the Traveller a reasonable period within which the Traveller must make their choice known. If the Contract is not terminated within that period, the change is deemed to have been accepted and the right to terminate lapses.

Article 12 - Cancellation by the Organiser

12.1 Cancellation due to minimum numbers

The Organiser may cancel the Contract before the start of the Trip if the number of bookings is lower than the minimum number stated in the Contract and the Traveller is notified no later than:

- 20 days before the start of the Trip for a Trip of 6 days or more.
- 7 days before the start of the Trip for a Trip of 2 to 6 days.
- 48 hours before the start of the Trip for a Trip of less than 2 days.

12.2 Cancellation due to force majeure

The Organiser may cancel the Contract before the start of the Trip if it is unable to perform the contract because of unavoidable and extraordinary circumstances.

12.3 Refund of the price paid – no compensation
In the above cases, the Organiser will refund any amounts already received within 14 days and no compensation is payable. Costs incurred by the Traveller for services outside the Contract are not reimbursed, such as vaccinations, visas, equipment purchases, insurance and, where not included in the Trip, the flight, tickets, accommodation, etc.

12.4 Cancellation caused by the Traveller
If the Traveller does not meet the participation requirements set in advance, or if incorrect or incomplete information about the Traveller has been provided, the Organiser may cancel the Contract. The Traveller then owes the cancellation charges set out in [Article 9(2)].

PERFORMANCE OF THE TRIP

Article 13 - Responsibility & lack of conformity

13.1 Proper performance of the Trip
The Organiser is responsible for the performance of the agreed Travel Services, regardless of whether they are performed by the Organiser itself or by another Travel Service Provider. The Organiser must perform the Contract in accordance with the expectations that the Traveller could reasonably have on the basis of the publications, the Contract and the circumstances at the destinations.

13.2 Changes to itinerary and travel times
The Organiser will inform the Traveller of changes to the itinerary. If the Organiser does not know where the Traveller is staying, the Traveller will be informed only at the email address or mobile number known to the Organiser.

13.3 Traveller's duty to report
In line with Article 17 [complaints], the Traveller must immediately inform the Travel Service Provider and the Organiser of any defects or problems in the performance of the Travel Services.

13.4 Remedy by the Organiser
The Organiser will ensure that any lack of conformity is remedied. A lack of conformity need not be remedied if this is impossible or would entail disproportionate costs.

13.5 Compensation
If the lack of conformity cannot be remedied, the Organiser will offer a suitable alternative where possible. The Traveller is entitled to an appropriate price reduction and, where applicable, compensation in accordance with Article 15. The Traveller is not entitled to compensation or an alternative if the lack of conformity is attributable to the Traveller.

Article 14 - Assistance

14.1 Obligation to provide assistance
The Organiser provides help and assistance to the Traveller if the Traveller is in difficulty, in particular by providing appropriate information on health services, local authorities and consular assistance, and by helping the Traveller to make distance communications and to find alternative travel arrangements.

14.2 Costs
The Organiser charges a reasonable fee for the help and assistance if the difficulty was caused intentionally or through the Traveller's own negligence.

LIABILITY

Article 15 - Attribution, force majeure and exclusions of liability

15.1 Attribution & force majeure
The Traveller is not entitled to compensation for loss suffered as a result of a lack of conformity that is attributable to:

a. the Traveller;
b. a third party unconnected with the performance of the Contract, where the lack of conformity could not be foreseen or avoided, or;
c. unavoidable and extraordinary circumstances.

15.2 Limitation of liability
Any liability of the Organiser for loss or damage is limited to three times the price of the Trip, unless the loss results from the death or personal injury of the Traveller or was caused intentionally or negligently by the Organiser.

15.3 Limitation of liability under international conventions or EU regulations
If the Organiser is liable for any loss or damage, including loss resulting from the death or personal injury of the Traveller, that liability will be limited or excluded to the extent permitted by the applicable international conventions and/or EU regulations relating to the individual Travel Services.

15.4 Limitation period
Any claim by the Traveller for compensation and any other claims of the traveller become time-barred two years after the Trip has taken place. If the Trip did not go ahead, the claim becomes time-barred two years after the scheduled start date.

15.5 Expiry of rights
Without prejudice to the limitation period and the duty to complain in good time, any claim by the Traveller for compensation lapses three years after the start date of the Trip.

15.6 No double compensation
The Traveller is not entitled to double compensation. If the Traveller is entitled to compensation under international conventions or EU regulations, the Traveller will not also receive compensation under this Contract.

TRAVELLER'S OBLIGATIONS

Article 16 - Traveller's obligations

16.1 Conduct and compliance with instructions
The Traveller must behave as a reasonable traveller and must follow all instructions given by the Organiser and the Travel Service Providers.

16.2 Consequences of non-compliance – exclusion from participation
If the Traveller fails to follow instructions or causes a nuisance, the Organiser/Travel Service Provider may exclude the Traveller from further participation in all or part of the Trip. The Traveller is then not entitled to any refund. Any further costs arising as a result are at the Traveller's expense.

16.3 Warning
Before the Traveller is excluded from participation, the Traveller will first receive a verbal or written warning. A warning is not required if it is not appropriate in the circumstances.

16.4 Traveller's liability and indemnity
The Traveller is liable for loss or damage caused by their conduct, by failure to comply with the obligations in this Article, or otherwise attributable to them. The Traveller indemnifies the Organiser against claims by Travel Service Providers involved in the Trip, other Travellers or third parties for loss or damage caused by or attributable to the Traveller.

16.5 Checking the time of the return journey
The Traveller must check the exact departure time no later than 24 hours before the scheduled start of the return journey.

16.6 Formal health requirements
The Traveller must comply with all health requirements applicable at the destination (and in transit countries). Governments may change these requirements without notice. The consequences of such changes fall within the Traveller's sphere of risk.

16.7 Measures taken by Travel Service Providers
Travel Service Providers may take all reasonable measures and require Travellers to cooperate, including to prevent and deal with emergencies, to limit health risks, to prevent damage or to comply with government regulations. If the Traveller does not comply with the measures or instructions, the Traveller may be refused the Travel Service and access.

16.8 Use of equipment
The Traveller must treat equipment provided with care. On receipt, the Traveller must check these items and report any defects immediately. The Traveller is liable for damage to, loss or theft of the equipment provided, unless they show that this is not attributable to them. This does not include fair wear and tear. The General Bicycle Hire Terms also apply to hired bicycles.

16.9 Participation requirements
Participants must be 18 or over. No cycling experience is required. Before booking, the Traveller has reported any conditions or limitations relevant to safe participation (Article 5).

16.10 Personal responsibility in traffic
The Traveller takes part in traffic on their own responsibility. They follow the local traffic rules and the guide's instructions, always wear a helmet when cycling, and adapt their speed and riding to their own ability, the road surface, the weather and other conditions.

16.11 Guide's instructions
The guide may shorten a stage, change the route or pace, or have a Traveller ride (temporarily) in the support vehicle if safety requires it. The Traveller follows these instructions.

16.12 Checking the bicycle and helmet
If the Traveller hires a bicycle, they check together with the guide on receipt that the bicycle and helmet fit properly and work properly, and confirm this on the hire agreement. If the Traveller brings their own bicycle, they ensure that it is in good condition. If the Traveller notices a defect in the bicycle during the Trip, they report it to the guide immediately. If the Traveller does not immediately report a defect they have noticed, any resulting damage is at their expense.

16.13 Damage caused by the Traveller's own riding
Damage resulting from the Traveller's own riding or from failure to comply with this Article is at the Traveller's expense. In all other respects, Article 15 applies.

OTHER PROVISIONS

Article 17 - Complaints

17.1 Information
Before the start of the Trip, the Organiser provides the contact details for emergencies.

17.2 Reporting on the spot
If the Traveller considers that the Trip is not being performed properly, they must report the problem or defect immediately to the Travel Service Provider concerned so that it can offer a solution. If the Organiser's tour leader is present, the complaint must also be reported to the tour leader immediately. If there is no tour leader present, the complaint must also be reported to the Organiser. This can be done by WhatsApp, text message, telephone or, on Working Days during Dutch office hours (9 am to 5 pm), also by email.

17.3 Communication costs
The Traveller should keep any communication costs to a minimum, for example by using internet calls, WhatsApp and email.

17.4 Reporting an unresolved complaint after returning
Any complaints that, in the Traveller's view, have not been fully resolved or compensated during the Trip must be submitted to the Organiser In Writing, stating reasons, within two months of the Trip.

17.5 Consequences of failing to report the lack of conformity or complaint, or reporting it late
Failure to complain, or to complain in good time, in accordance with paragraph 2 [Reporting on the spot] of this Article may affect the amount of any compensation, unless the Organiser's interests have not been harmed by the late complaint. Complaints not received in good time after returning will not be dealt with, unless this would be unreasonable in the circumstances of the case.

Article 18 - Other provisions

18.1 Rights of third parties

Employees, auxiliaries and other third parties involved in the performance of the Contract may invoke the provisions of the Contract and these Conditions (including the exclusions of liability) against the Traveller.

18.2 Replacement provisions

If mandatory law precludes the validity of a provision in these Conditions, or if a provision is annulled, that provision is deemed to have been converted into a valid provision that comes as close as possible in content and purpose to the original intention.

18.3 Governing law

The offer, the Contract and the performance of the Contract are governed exclusively by Dutch law, unless this conflicts with mandatory law. If the consumer lives outside the Netherlands at the time of booking, the following applies: notwithstanding the choice of law, the consumer retains the protection afforded by the mandatory law of the country where they live if (both of the following apply):

- the Organiser directed its commercial activities for the agreed Trip at the country where the consumer lives, and;
- the agreed travel services are performed in whole or in part in that country.

18.4 Competent court

Disputes about the Contract will be submitted to the court that has jurisdiction under the law.

Article 19 - Safari

19.1 Permit for tracking gorillas or chimpanzees

A permit guarantees that the primates concerned may be tracked, but does not guarantee that the animals will be seen. Permits are issued in the Traveller's name. By way of exception to Article 6, the Traveller pays the full price of the permit on booking. The permit cannot be cancelled or refunded; if the Traveller cancels, the cancellation charges under Article 9 are at least equal to the price of the permit. This does not apply if the Organiser cancels the Trip or if the Traveller cancels because of unavoidable and extraordinary circumstances; in that case the price of the permit is also refunded.

19.2 Wildlife

It is a privilege to see animals in their natural habitat, and we therefore cannot give any guarantees about seeing wild animals or game. You must take care when watching the animals and follow the instructions of the guide or wildlife rangers carefully.

19.3 Means of transport

The means of transport used depends on the number of clients and the route travelled, based on the specifications of the chosen route. Every effort is made to ensure that vehicles are provided in a roadworthy condition, but no liability can be accepted for delays caused by a puncture, breakdown or poor road conditions.

19.4 Route

Experienced English-speaking drivers/guides are an important part of your tour. They are the only person(s) permitted to drive the vehicles. The driver's decision on all matters, such as the route taken, is final.

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