



**TERMS & CONDITIONS – VALID WITH EFFECT FROM 1<sup>ST</sup> JANUARY 2010**

The following terms & conditions which are subject to change without notice apply to the Services offered by and Rates issued by Musiara Ltd and or Governors Balloon Safaris Ltd and or Governors Camp Rwanda Ltd (“the Companies”). It is a condition of making a reservation with the Companies that these terms and conditions are accepted in full.

**Seasons:**

- 15<sup>th</sup> December – 31<sup>st</sup> December – High Season Rates apply
- 1<sup>st</sup> January – 31<sup>st</sup> March – Mid Season Rates apply
- 1<sup>st</sup> April to 31<sup>st</sup> May – Green Season Rates apply
- 1<sup>st</sup> June – 15<sup>th</sup> July – Mid Season Rates apply
- 16<sup>th</sup> July – 31<sup>st</sup> October – High Season Rates apply
- 1<sup>st</sup> November – 14<sup>th</sup> December – Mid Season Rates apply
- 15<sup>th</sup> December – 31<sup>st</sup> December – High Season Rates apply

**Governors' Camp, Little Governors' Camp:** Rates include full board accommodation, 3 meals per person per night booked, bottled water, laundry, together with applicable VAT thereon, and transportation of tourists. Transportation of tourists will be in our custom built 4WD vehicles. It includes all air strip transfers and three excursions daily into the famous Masai Mara National Reserve and surrounding areas, to local Masai Villages (Manyattas), and to / from the local schools and other community and conservation projects we support and which guests may wish to visit. The amounts invoiced for transportation of tourists are shown separately on each client invoice. Rates exclude drinks, personal expenses, Manyatta entrance fees **and Park Fees**. The supplement for the Justus Suite at Governors' Camp is US\$60 per night for the Suite.

**Governors' Il Moran Camp** Rates include full board accommodation, 3 meals per person per night booked, & all soft drinks, beers and house wines, laundry, together with applicable VAT thereon, and transportation of tourists. Transportation of tourists will be in our custom built 4WD vehicles. It includes all air strip transfers and three excursions daily into the famous Masai Mara National Reserve and surrounding areas, to local Masai Villages (Manyattas), and to / from the local schools and other community and conservation projects we support and which guests may wish to visit. The amounts invoiced for transportation of tourists are shown separately on each client invoice. Rates exclude Champagnes, selected fine wines, spirits and liqueurs, personal expenses, Manyatta entrance fees **and Park Fees**. Only children over 8 years of age will be accommodated in this camp.

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MUSIARA LTD & GOVERNORS BALLOON SAFARIS LTD & GOVERNORS CAMP RWANDA LTD - TERMS & CONDITIONS – PAGE 1/1

P.O. Box 48217, 00100, Nairobi Kenya

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**Governors' Private Camp Rates include** full board accommodation, 3 meals per person per night booked, & all soft drinks, beers and house wines, laundry, together with applicable VAT thereon and transportation of tourists. Transportation of tourists will be in our custom built 4WD vehicles. It includes all air strip transfers and three excursions daily into the famous Masai Mara National Reserve and surrounding areas, to local Masai Villages (Manyattas), and to / from the local schools and other community and conservation projects we support and which guests may wish to visit. The amounts invoiced for transportation of tourists are shown separately on each client invoice. **Rates exclude** Champagnes, selected fine wines, spirits and liqueurs, personal expenses, Manyatta entrance fees **and Park Fees**. Governors' Private Camp is available for a minimum of 4 adults for 3 nights.

**Loldia House: Rates include** full board accommodation, 3 meals per person per night booked, bottled water, & all soft drinks, beers and house wines, laundry, together with applicable VAT thereon, and transportation of tourists. Transportation of tourists will be in our custom built 4WD vehicles to Lake Nakuru National Park and / or Hells Gate National Park, to local flower farms, to the local school, bird-watching, to Crescent Island, or exploring the ranch by vehicle. The amounts invoiced for transportation of tourists are shown separately on each client invoice. **Rates exclude** Champagnes, fine wines, spirits and liqueurs, personal expenses, **Loldia Conservation Fees and Lake Nakuru / Hells Gate Park Fees, Crescent Island entry fees.**

**Mfangano Island Camp: Rates include** full board accommodation, 3 meals per person per night, bottled water, laundry, together with applicable VAT thereon, and transportation of tourists. Transportation of tourists will be by custom built boat to / from the lodge, to the local village and school, and to principal points of interest around the island. The amounts invoiced for transportation of tourists are shown separately on each client invoice. **Rates exclude** drinks and personal expenses. There are no park fees applicable to visits to Mfangano Island.

**Sabyinyo Silverback Lodge: Rates include** full board accommodation including 3 meals per person per night booked, laundry, room service, drinks (wines, beers & soft drinks) and applicable VAT. **Rates exclude** drinks (champagnes, liqueurs & spirits), personal expenses, transfer costs & vehicle hire, **Gorilla Trekking Fees and Community Bed Night Fees**. The supplement for the Suite at Sabyinyo Silverback Lodge is US\$200 per night for the Suite.

**FUEL SURCHARGE:** FUEL PRICES IN EAST AFRICA ARE CLOSELY LINKED TO THE INTERNATIONAL PRICE OF CRUDE OIL. IF FUEL PRICES INCREASE SIGNIFICANTLY THEN A FUEL SURCHARGE WILL BE LEVIED TO COVER FOR THIS INCREASE. THIS WILL BE COMMUNICATED TO YOU IN ADVANCE. GENERAL CONDITIONS BELOW APPLY.

**DRINKS INCLUSIVE RATE:** For a net charge of US\$50 per person per night including VAT a "drinks inclusive" rate can be booked at Governors' Camp, Little Governors' Camp, and Mfangano Island Camp (with effect from 1<sup>st</sup> January 2010 certain drinks are included at Loldia House – see above). Drinks included are all soft drinks, beers and house wines. Champagnes, selected fine wines, spirits and liqueurs are extra. This rate is not available to groups of 10 pax or more, and must be booked by all members of a group in advance of arrival at our properties.

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**HOT AIR BALLOONING IN THE MASAI MARA:** This service is provided by Governors Balloon Safaris Ltd. This rate includes transportation of tourists to / from their lodge of origin in custom built 4WD vehicles, and transportation of tourists in a custom built Hot Air Balloon. The rate also includes a freshly cooked champagne bush breakfast after landing and VAT on the breakfast.

**WALKING SAFARI IN THE MASAI MARA:** This rate includes transportation of tourists in custom built 4WD vehicles to / from a private concession area where walking is undertaken. The rate also includes a freshly cooked champagne bush breakfast (or evening sun-downer in case of an afternoon walking safari) as well as VAT on the breakfast or sun-downer. PLEASE NOTE – WALKS MAY NOT BE AVAILABLE IN GREEN SEASON. PLEASE CHECK AVAILABILITY.

**TRANSPORTATION OF TOURISTS IN THEIR OWN VEHICLE (SOLE USE OF VEHICLES):** Our policy at Governors' Camps is to accommodate 4 - 6 clients per vehicle in a standard Landrover. Larger vehicles are available and may be used for larger groups. Should clients wish to guarantee sole use of a vehicle exclusively during their stay we suggest they book the sole use of a safari vehicle in advance.

**MFANGANO ISLAND CAMP – DAY EXCURSION FROM MASAI MARA:** The day excursion rate includes transportation of tourists by light aircraft from the Masai Mara to Mfangano Island and return to the Masai Mara, transportation of tourists by custom built boat to / from the lodge, to the local village and school, and to principal points of interest around the island. The amounts invoiced for transportation of tourists are shown separately on each client invoice. The rate also includes breakfast and lunch, and VAT on these services. **Rates exclude** drinks and personal expenses. There are no park fees applicable to visits to Mfangano Island.

Mfangano Island Camp operates with a 5 passenger aircraft and our costings are based on using this aircraft. However, we are able to obtain larger aircraft and the relevant cost if applicable, will be given to the client at the time of reservation. Costs are based upon 2 people sharing.

**MFANGANO ISLAND CAMP – PER SEAT FLIGHT CHARGES FROM MASAI MARA:** During high and mid seasons return tickets to Mfangano MAY be available on our aircraft on a per seat basis. Please enquire for availability. Availability will be confirmed in writing upon request. Such tickets may only be booked (if available) together with overnight accommodation and other services at Mfangano.

**VAT NOTE (KENYA):** For the purposes of the Kenyan VAT Act, services that are exempt from VAT under the Third Schedule heading of "Transportation of Tourists" are also exempt under the heading "Transportation of Fare Paying Passengers" also in the Third Schedule to the VAT Act.

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#### **INTERNAL FLIGHTS IN KENYA:**

- Please contact us for assistance with reservations if necessary.
- Scheduled service flights are available between Nairobi and the Masai Mara and between other destinations in Kenya. Rates and times are available on request.
- Charter flights to and from Mfangano Island Camp, or any of our properties can be arranged. Rates are available upon request.
- There are regular scheduled flights from Nairobi to Kisumu on Kenya Airways. These flights cost approximately US\$70 one way (non commissionable and subject to change). It is possible for us to organise an onward charter flight or road and boat transfers to Mfangano Island Camp. Rates are available on request. The costs of charter flights are subject to change.

#### **ROAD TRANSFERS**

- Please contact us for assistance if necessary. Rates are available upon request.

#### **FLYING DOCTOR COVER**

- We are able to organise Flying Doctor emergency medical evacuation insurance cover if requested. Service details and rates are available upon request. This must be booked in advance together with the principal reservation.

#### **SPECIAL INTEREST GROUPS**

- Governors' Camp is able to host many types of special interest groups. We can include in your group specialists in areas as diverse as Anthropology, Art, Astronomy, Botany, Conservation, Ecology, Fishing, Music, Ornithology, Photography, Wildlife Film and Zoology. Please contact us with your requirements.

#### **MOBILE CAMPING IN KENYA**

- Governors' Bush Camp is a fully equipped mobile camping operation. Please contact us if you wish us to organise a mobile safari for you.

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**WEDDINGS, INCENTIVES, BIRTHDAYS AND OTHER SPECIAL OCCASIONS / LARGE GROUPS**

- Governors' Camp has a long history of successfully catering for weddings, incentives, birthdays, anniversaries and other special occasions. We have a specialist team on hand to assist you with organising these events. Please contact us for assistance.

<b>Wedding arrangements in Kenya</b>	Price as per principal extras listing
<p>All seasons Governors' Camp Wedding Package</p> <p>Following services are included:</p> <ul style="list-style-type: none"> <li>- Organisation of necessary papers in Kenya</li> <li>- Official registration as well as transport of marriage registrars</li> <li>- Organisation of wedding ceremony with set up of tent by the river</li> <li>- Private wedding lunch with wine for up to 6 guests</li> <li>- Professional bouquet for the bride and decoration for wedding ceremony</li> <li>- Wedding cake for up to 6 pax and a bottle of sparkling wine</li> <li>- Private candlelit dinner on the veranda of the bride and grooms tent</li> <li>- Surprise bush breakfast during their stay in camp</li> <li>- Small wedding present</li> </ul>	<p>The following documents will be required prior to the wedding:</p> <ul style="list-style-type: none"> <li>- Copy of passport of bride and groom</li> <li>- Copy of birth certificate of bride and groom</li> <li>- Affidavit that bride and groom are single</li> <li>- if divorced: decree absolute</li> <li>- if widowed: death certificate of former spouse and previous marriage certificate</li> <li>- letter stating full names, address, occupation of couple and parents of both</li> </ul> <p>The following rules have to be considered when planning a wedding in Kenya:</p> <ul style="list-style-type: none"> <li>- Wedding couple must spend at least 2 working days in Nairobi before the wedding</li> <li>- Wedding can only take place after a 4 day stay in Kenya</li> <li>- Original of passport and birth certificate is needed in Kenya</li> </ul>
<p>Professional photographer during the wedding: price, including flights etc upon application.</p> <p>Senior staff at Governors' Camp are happy to assist with photography at no charge</p>	<p>Video coverage during the wedding: We can provide a cameraman. If requested we shall provide a quotation that includes return flights, accommodation, filming and editing.</p> <p>Music: We can offer this service at no extra cost for the use of a CD/Tape player. The clients should bring the music of their choice.</p>

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## SUPPLEMENTARY CONDITIONS:

**INSURANCE:** It is a condition of using the rates and services offered by the Companies that all clients (including individuals, companies and other legal entities) have in place adequate insurance cover against all risks associated with travel in Africa and it is a requirement of using the services offered by the Companies that all clients (including individuals, companies and other legal entities) take out appropriate travel, medical and other insurance prior to departure of clients from their country of origin. A visit to Africa and particularly a Safari entails an element of risk and neither the Companies nor their officers and employees shall be liable in way for any loss or damages expenses or costs arising from any incident involving clients (individuals, companies and other legal entities) that may occur whilst using any of the services provided by the Companies or third parties contracted by these companies.

It is the responsibility of every client (including individuals, companies and other legal entities) to assess their own insurance requirements and to organise appropriate insurance. In the event of failure of any client (individual, company or other legal entity) to comply with these insurance conditions and requirements or to organise appropriate insurance then neither the Companies nor their officers or employees nor any third party contracted by these companies shall be liable in any way for any loss or damages expenses or costs arising from any incident.

### Rates

- Green Season Rates may not be applicable to incentives or other large groups with special requirements. These will be quoted on a case by case basis.
- These rates apply unless Governors' Camp has confirmed in writing any special or discounted rates **prior to the arrival** of the relevant clients.
- KPSGA Silver Level guides accompanying groups staying at our properties will be accommodated free of charge, however US \$ 30 per guide per night is payable to cover statutory VAT charges.

**Cancellations:** Bookings cancelled or reduced in number between the following days from noon of the accommodation date are charged as indicated:

- **60 - 36 days** 20%                      **35 - 20 days** 50%                      **19 – arrival** 100%

If any room or portion of the reservation is re-sold then no cancellation fee will be charged for accommodation re-sold.

**Tour Leader:** Bona fide tour leaders and guides are charged as indicated in our rates. However, for those tour leaders/guides accompanying groups of 15 or more full paying clients, we allow one bona fide tour leader/guide complimentary per every 15 full paying pax in the group. The number of tour

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leaders/guides in such large groups must be indicated at the time of booking for them to qualify for this complimentary accommodation, however, US \$ 30 per tour leader / guide per night is payable to cover statutory VAT charges. Tour leaders / guides will be accommodated in guide accommodation but may be offered guest tents at the discretion of Musiara Ltd if such tents are available.

**Payment Terms:** Full payment is due 30 days prior to arrival of Clients. Non-refundable deposits may also be requested for any booking. In high season a non-refundable deposit of 30% must be made to confirm a booking and the balance is payable 35 days prior to arrival.

**Incentives and other Large Groups:** (as a guideline, large groups are reservations where the booking occupies a majority of the rooms available at that camp): Unless otherwise agreed in writing by Musiara Ltd / Governors' Balloon Safaris Ltd / Governors' Camp Rwanda Ltd, **non-refundable** deposits and full payment prior to arrival **are required** for these groups. Special requirements (menus etc) for these groups will be discussed and agreed in advance on a group-by-group basis.

**Singles: One adult plus one child sharing a room will be invoiced at one adult sharing plus one extra bed for the child.** Large reservations whereby the accommodation comprises mainly of singles may be subject to double occupancy charges at certain times of the year. Therefore, when quoting for groups with large numbers of single tents kindly confirm with us prior to quoting to your clients.

**Water** - We provide 500ml bottled water per person per day in the tents, which is replenished daily, and a supply of 300ml bottles of water in our game drive vehicles. In addition to this we provide a 500 ml bottle of water per person for lunch and dinner with our compliments.

**We will endeavour to maintain these rates and advise clients as soon as possible of any increases. However, due to currency fluctuations and increases in costs and taxes beyond our control we reserve the right to increase rates without notice. All rates are subject to change. Any booking where a deposit has been agreed and paid will not be subject to any such an increase in rates. All vouchers issued and bookings made by you shall be subject to the terms and conditions contained in this document (or amendments that we may communicate to you in writing) unless otherwise agreed in writing in advance by BOTH parties.**

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