



These terms and conditions are applicable to all Operators and Clients of Governors' Safaris Ltd and / or Governors' Safaris (Rwanda) Ltd (collectively known as "the Companies") and together called "the Parties". Any Operator arranging services with the Companies on behalf of its client does so as that client's agent and agrees to pass on these terms and conditions to its client and to ensure its client is bound by them. It is a requirement of using the services offered by the Companies that these terms and conditions are accepted in full and the Parties accept that by making a booking with the Companies these terms and conditions are accepted in full. These Terms & Conditions are subject to change without notice.

It is hereby recorded that the Parties wish to enter into this Agreement in terms of which the Companies will provide services and tours and arrange tailor-made packages for the Operator and or Clients, in consideration for which the Companies will be entitled to the payments and other charges referred to below.

This Agreement supersedes and replaces any previous agreement between the Operator and or the Client and the Companies relating to the subject matter hereof. Once a booking is confirmed by the Operator and or the Client, this Agreement will be deemed for all purposes in law to have been signed by the Parties and will constitute a legally binding agreement between the Parties.

1. DEFINITIONS

This Agreement shall be interpreted in accordance with the following provisions:

- 1.1. The following terms shall have the meanings assigned to them hereunder and cognate expressions shall bear corresponding meanings, namely:
 - 1.1.1. "Operator" means any Destination Management Company, tour operator, travel agency, travel consultant or any other person or entity that acts as a Client's representative in respect of a Tour (or part thereof), and/or who makes use of the Services, where such Tours or Services are provided (in whole or part) by any one or more of the Companies or the Governors Group and or other suppliers contracted by the Companies or the Governors Group. Any Operator trades and transacts with the Companies on an arms-length basis on their own account and there is no agent / principal relationship between them
 - 1.1.2. "Client" means the person(s) that will partake in the Tours shall include his/her spouse, common law wife/husband, children (whether minor or adult), dependents, guests and invitees, as well as the heirs, trustees, executors, administrators, agents, representatives and assigns of any of the aforementioned persons. It is understood that some Clients will transact with the Companies directly and not through any Operator.
 - 1.1.3. "Companies" means Governors' Safaris Ltd and/or Governors' Safaris (Rwanda) Ltd and any member of the Governors Group and includes their officers and employees;
 - 1.1.4. "Governors" or "Governors Group" shall mean Musiara Limited and all of the companies connected with it in a network of direct and indirect shareholdings (whether holding, subsidiary, associated, external or affiliated), including (without limitation) Governors' Safaris Ltd and/or Governors' Safaris (Rwanda) Ltd and/or Governors Aviation Ltd;
 - 1.1.5. "Governors Service" shall mean is a stay in any accommodation that appears on www.governorscamp.com (excluding third party properties), transport provided by Governors' Safaris Ltd and / or Governors' Safaris (Rwanda) Ltd ground personnel or a flight on Governors' Aviation Ltd.
 - 1.1.6. Pandemic Protection Plan ("PPP") shall mean Pandemic Protection Terms described in detail at www.governorscamp.com/pandemic-protection-plan
 - 1.1.7. "Parties" means the Companies and the Governors Group and the Operator and the Clients and "Party" shall mean any of them as the context may indicate;



- 1.1.8. "Services" means the services provided by the Companies in connection with the Tours, including but not limited to providing information, providing online services, drawing up itineraries, making recommendations, obtaining, processing and retaining client records, obtaining and providing quotations, securing provisional and/or final bookings for Tours, arranging Tours, arranging Air Services and making other transport arrangements, taking or facilitating account payments and the taking of deposits from the Operator and /or Client, making emergency arrangements, attending to cancellations, arranging or procuring insurance cover, amending reservation details, and interacting with Suppliers on behalf of the Client(s), irrespective of whether such services are provided through the Companies;
- 1.1.9. "Supplier" means any contractor, subcontractor, service provider or other person with whom the Companies make arrangements to provide goods or services to Clients in connection with a Tour or Tours;
- 1.1.10. "Tour" shall mean a package of tourism products and services including, without limitation, accommodation, meals, entertainment, travel, recreational and leisure activities, and further includes incidental, associated or other goods and services provided by Suppliers arranged by or through the Companies, as set out in itinerary and other documents furnished by the Companies from time to time;

2. REPRESENTATION AND AWARENESS

- 2.1. The Operator warrants and shall ensure that Clients are aware of and understand the contents of paragraph 2.2 below, and any of the other provisions of this Agreement that affect the interests of the Clients. The Operator shall furthermore ensure that its staff, employees and other representatives are also made aware of the provisions of paragraph 2.2 and 3 below, and the necessity of communicating the contents thereof to Clients.
- 2.2. The Operator and the Clients acknowledge that they are acquainted with, aware of, and appreciate:
- 2.2.1. the real hazards and risks associated with wildlife areas, game and nature reserves and game lodges (which may be situated in unfenced wildlife areas);
- 2.2.2. the hazards and risks associated with rivers, streams, lakes and other bodies of water that may be affected by unpredictable weather, tides and other circumstances, and that may not have effective warning or control systems that might be expected in first-world jurisdictions;
- 2.2.3. the real dangers and risks associated with various forms of travel in remote locations, which usually have poorly maintained infrastructure;
- 2.2.4. the danger and risk of suffering bodily harm, injury, illness, death, damages as well as loss of or damage to property, which may arise as a result of an encounter with or presence of wild, dangerous or unpredictable animals (including birds, mammals, amphibians, reptiles, fish and insects), as well as the prevalence of communicable, tropical and other diseases, and similar health hazards;
- 2.2.5. the risks associated with undeveloped or partially developed countries and jurisdictions, including acts of terrorism, the unavailability of reliable electricity and communications, and problems associated with limited or unavailable health, safety and security services; and
- 2.2.6. that Clients voluntarily participate in the Tour(s) and associated activities, and make use of all services and facilities of the Companies and or Governors Group, entirely at their own risk.

3. LIABILITY AND INDEMNITY

- 3.1. LIMITED INDEMNITY GIVEN BY THE COMPANIES: THE COMPANIES HEREBY INDEMNIFY THE OPERATOR AND OR THE CLIENT IN RESPECT OF ACTUAL DAMAGES SUFFERED BY THE OPERATOR AND OR THE CLIENT WHERE THE DIRECT AND SUBSTANTIAL CAUSE THEREOF WAS THE PROVEN GROSS NEGLIGENCE OR WILFUL MISCONDUCT OF THE COMPANIES AND OR THE GOVERNORS GROUP. EXCEPT FOR THE ABOVEMENTIONED INDEMNITY, NEITHER THE COMPANIES NOR THE GOVERNORS GROUP WILL BE LIABLE TO THE OPERATOR OR THE CLIENT IN RESPECT OF ANY DAMAGES, LOSSES OR LIABILITIES INCURRED BY THE OPERATOR AND OR THE CLIENT ARISING FROM OR IN CONNECTION WITH ANY TOURS OR SERVICES. NOTWITHSTANDING ANYTHING ELSE CONTAINED IN THIS AGREEMENT, THE COMPANIES AND



THE GOVERNORS GROUP SHALL NOT BE LIABLE FOR PUNITIVE DAMAGES, INDIRECT DAMAGES, CONSEQUENTIAL DAMAGES, LOSS OF PROFITS, THIRD PARTY CLAIMS OR ANY CLAIMS IMPOSED ON THE OPERATOR AND OR THE CLIENT BY LAWS OR STATUTES OF COUNTRIES OUTSIDE OF THE TERRITORY IN WHICH THE COMPANIES ARE DOMICILED. NEITHER THE COMPANIES NOR THE GOVERNORS GROUP SHALL BE LIABLE FOR ANY DAMAGES, LOSSES OR OTHER AMOUNTS THAT THE OPERATOR AND OR CLIENT HAS AGREED, SETTLED OR COMPROMISED WITHOUT THE PRIOR WRITTEN CONSENT OF THE COMPANIES AND OR THE GOVERNORS GROUP, OR WHICH THE OPERATOR AND OR CLIENT IS OTHERWISE CONTRACTUALLY BOUND TO PAY TO ANY OTHER PERSON OR ENTITY.

3.2. Save as set out in 3.1 above:

3.2.1. The Companies will not be liable or responsible to the Operator or the Clients for any direct or indirect damages or losses of any nature whatsoever, including those arising from any personal injury or death or loss of or damage to any property (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 wilful misconduct of the Companies.

3.2.2. The Operator and the Clients (represented by the Operator if applicable) indemnify, hold harmless and expressly exempt and release the Companies from any and all liabilities and claims arising from any cause whatsoever, including those related (whether directly or indirectly) to the Clients participating in the Tour(s) or making use of the Services or making use of any third party products or services whether or not these were arranged or organised by the Companies except if such a liability or claim is as a direct and substantial result of the gross negligence or wilful misconduct of the Companies. The Operator shall not however be required to indemnify the Companies in respect of a claim by a Client where the Operator has complied with the Agreement and was not negligent in any respect related to the relevant claim.

3.2.3. The Companies shall be excused from performance of all or the relevant part of their obligations in the event (and to the extent) that they are prevented from performing any obligations either in time, or at all, as a result of acts of God or public enemy, terrorism, civil war, insurrection or riot, civil unrest, labour disputes, strikes, fire, flood, explosion, earthquake, accident, epidemic, quarantine restriction, or as a result of the application of any law(s), or the acts or omissions of any state, government or regulatory authority, or as a result of any other cause beyond the reasonable control of the relevant Parties.

4. BOOKING PROCEDURE

4.1. QUOTATIONS

4.1.1. Upon request from the Operator and or Client, a quotation will be issued. Such a quotation is valid for 7 days from the date of issue.

4.1.2. **Bookings will be held for a maximum of 14 days and will then be released if the deposit and payment policy shown below is not adhered to**

4.1.3. The date on which a provisional booking expires may be different from the date on which a quotation expires

4.1.4. This quotation is subject to the availability of all services at the time of confirming a reservation.

4.1.5. The price quoted is subject to change in the event of any unforeseen increases in prices, such fuel costs increases, currency fluctuations (relevant to aircraft or transfer services) and/or Government levies/taxes, park and conservation fees increases.

4.1.6. Services are quoted and invoiced in United States Dollars. Payment must be made in United States Dollars. The account details of the Companies are shown at the end of this document.

4.1.7. Fares and taxes on flights are quoted per person and at current rates. These are subject to availability and are subject to airline increases or rate of exchange fluctuations at any time prior to date of travel.

4.1.8. All services are subject to the inclusions and exclusions as recorded in Annex 1 and Annex 2.

4.2. DEPOSIT & PAYMENT POLICY

4.2.1. Once a booking has been confirmed to us in writing and upon receipt of the non-refundable deposit by the Companies we will change the booking's status from "provisional" to "confirmed". The standard deposit is 25%

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of the total accommodation costs for FIT bookings, however, this amount can vary depending on certain terms and conditions, the requirement to pay up-front costs (such as gorilla permits) or party size. We will communicate to you any “non-standard” deposits along with your quotation, if necessary. Please note that no booking can be confirmed until such time as the Companies receive the required deposit. Deposits and other payments once received are non-refundable, except on an agreed case-by-case basis or if they are covered by the company’s Pandemic Protection Plan details of which are available at <https://www.governorscamp.com/travel-planning/pandemic-protection-plan/>

- 4.2.2. Please contact your Sales and Reservation Consultant for details on the deposit and please DO NOT confirm a booking unless you have this non-refundable deposit in hand, as you will become liable for cancellation fees if the booking does not materialize.
- 4.2.3. Note that it is required that this deposit be paid over to the companies within seven days of receipt of the deposit invoice. In the case of short lead time bookings, the due date for this deposit will be reflected accordingly on said invoice, or full payment may be required.
- 4.2.4. Full payment is to reflect in the account indicated on the invoice at least 60 days prior to arrival date. The final due date will be confirmed during the booking process. Where possible, final invoices will be issued 75 days prior to travel to facilitate this process
- 4.2.5. The booking terms and conditions for third party suppliers (i.e. non-Governors’ Camp Collection camps/lodges) will vary from supplier to supplier. Should you require the booking terms for a specific 3rd party supplier, please request these from your Sales Consultant. Booking and payment terms and conditions imposed by such a 3rd party supplier will be applied to an Operator or Client’s booking made with that Supplier via the Companies.
- 4.2.6. The final price of an itinerary is subject to change in the event of any unforeseen increases in prices, such fuel costs increases, currency fluctuations (relevant to aircraft or transfer services) and/or Government levies/taxes, park and conservation fees increases.
- 4.2.7. Group bookings will be subject to different deposit and payment schedules and will be agreed on a case-by-case basis.
- 4.2.8. Deposits will no longer be required for Governors Aviation or Road Transfer services
- 4.2.9. Any cancellation fees levied by 3rd party suppliers will be passed on to the respective Operator or Client as appropriate

5. CANCELLATION POLICY

5.1. FIT Travellers

- 5.1.1. Cancellations are only effective on receipt of written notification and acknowledgement of receipt by the Companies.
- 5.1.2. Cancellation fees are levied when guests cancel confirmed reservations. The costs of the cancellation fees will escalate the closer the guest cancels to their confirmed departure date. Our penalties escalate from forfeiting the deposit to payment in full as follows:
 - 5.1.2.1. From confirmation to 60 days before safari date, the non-refundable 25% deposit is forfeited.
 - 5.1.2.2. Between 60 days & the start of the safari, 100% of the total cost will be paid and forfeited.
 - 5.1.2.3. If a safari or any part of it is cancelled after the start of the safari, 100% of the cost will be paid and forfeited
 - 5.1.2.4. Any cancellation fees levied by 3rd party suppliers will be passed on to the respective booking agent or traveller

5.2. Groups

- 5.2.1. Groups are defined as bookings that occupy 50% and above of the capacity of the smallest property on the itinerary.



- 5.2.2. Cancellations are only effective on receipt of written notification and acknowledgement of receipt by the Companies.
- 5.2.3. Cancellation fees are levied when guests cancel confirmed reservations. The costs of the cancellation fees will escalate the closer the guests cancel to their confirmed departure date. Our penalties escalate from forfeiting the deposit to payment in full as follows:
 - 5.2.3.1. More than 120 days before safari date; the deposit is non-refundable. In some circumstances a part of the deposit will be held as credit towards future bookings as agreed on a case-by-case basis.
 - 5.2.3.2. Between 120 & 90 days before safari date, the deposit paid to date or 50% of the total cost of the Tour (whichever is the higher) will be paid and forfeited
 - 5.2.3.3. Between 90 days before safari date and a 'No Show' 100% of the total cost will be forfeited.
 - 5.2.3.4. Any cancellation fees levied by 3rd party suppliers will be passed on to the respective booking agent or traveller

5.3. IMPORTANT - CANCELLATION POLICY.

The Cancellation Terms in this document apply to **Governors' Group** properties and / or services provided by the Companies and or the Governors' Group. For any 3rd Party properties or services used in an itinerary, the Deposit, Payment and Cancellation Terms and Conditions will be in accordance with the specific Terms and Conditions of those 3rd party properties or services booked, and those 3rd Party Cancellation Terms and Conditions shall override the Cancellation Terms and Conditions issued by the Companies in respect of accommodation or services booked with 3rd Parties. Those 3rd Party Cancellation Terms and Conditions will be communicated to you during the booking phase if requested. Please note, it is only 3rd Party cancellation policies that can override elements of the Terms and Conditions in this document and all other Terms and Conditions in this document remain contractually in place, valid and enforceable.

5.4. 100% REFUND UNDERTAKING / PANDEMIC PROTECTION PLAN:

- 5.4.1. In the event of a cancellation, for any of the reasons listed in Clause 5.4.3, of any new enquiries initiated on or after 1st February 2022 for travel after 1 April 2022 and subsequently confirmed, Governors guarantees a full refund of any amounts already paid in respect of Governors Services.
- 5.4.2. This refund undertaking does not apply if the cancellation is for convenience or if the reason for cancellation is not listed in Section 5.4.3.
- 5.4.3. Qualifying reasons for cancellation
This 100% refund undertaking is applicable to cancellations resulting from the following reasons:
 - 5.4.3.1. Within 45 days of the first Governors Service in the booking, COVID-19 or any other global pandemic causes a traveller to be unable to travel because of 1) an inability to reach the destination country by commercial airline, or 2) personal health complications caused by the pandemic;
 - 5.4.3.2. Within 45 days of the first Governors Service in the booking, COVID-19 or any other global pandemic causes a traveller to be unable to travel because of a government imposed mandatory quarantine at, or closure of, a border that exists in a traveller's departure country or any of the countries a traveller will be visiting for Wilderness Services during the booking;
 - 5.4.3.3. Within 7 days of the first Governors Service in a booking, a traveller receives a positive test for COVID-19 or any other global pandemic disease;
 - 5.4.3.4. Within 7 days of the first Governors Service in a booking, a traveller is quarantined, and that quarantine lasts until the first Wilderness Service in the booking; and
 - 5.4.3.5. If at any time prior to the commencement of the first Governors Service, Governors declares bankruptcy resulting in the traveller not being able to use any Governors Service.

5.4.4. Applicable limitations and exclusions:

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- 5.4.4.1. The protections afforded by this refund undertaking are ONLY applicable to Governors Services and shall not apply to any third party properties or activities. Third party properties and services are subject to the terms and conditions of the applicable supplier.
 - 5.4.4.2. This undertaking will only apply to FIT trips and will not apply to Governors Groups, Series, Incentives or other non-FIT bookings. However, the undertaking may, at the discretion of Governors, be extended to such bookings if such a booking complies with the payment terms as per clause 4.2 above.
 - 5.4.4.3. The protection lapses the moment a traveller arrives at the first Governors property or service operated by Governors in the booking, and does not extend to any trip interruption. Accordingly, travellers are required to carry travel insurance to cover costs incurred by any trip curtailment or interruption.
 - 5.4.4.4. The 100% refund undertaking extends only to the nett amount received by Governors and does not include anything else
 - 5.4.4.5. The Operator and or Client shall be solely responsible for any VAT or government taxes applicable to such a refund as well as be liable for any bank charges or fees associated with such refund.
 - 5.4.4.6. This refund undertaking will only be available to Operators and or Clients that have no overdue debts due to Governors at the time of confirming the booking.
 - 5.4.4.7. The only bookings that qualify for the 100% refund undertaking are those that are fully paid up at the time of the cancellation request.
- 5.4.5. All cancellations or postponements must be made in writing to Governors. Where a cancellation is as a result of any of the reasons listed in Section 5.4.3, the Operator and or Client will be required to submit the necessary documentary proof to Governors to substantiate the claim under the refund undertaking.

5.5. INSURANCE

- 5.5.1. It is a condition of using the rates and services offered by the Companies and the Governors Group that all Operators and Clients (including individuals, companies and other legal entities) have in place adequate insurance cover valid from the date of confirmation against cancellation and travel amendment charges and all risks associated with travel in Africa and it is a requirement of using the services offered by the Companies that all Operators and 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 the Governors Group nor their officers and employees shall be liable in any 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 the Governors Group or third parties contracted by these companies.
- 5.5.2. It is the responsibility of every Operator or Client (including individuals, companies and other legal entities) to assess their own insurance requirements and to organise their own insurance appropriate to their needs, including travel 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 the Governors Group 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.
- 5.5.3. Any insurance offered by the Companies and taken up by an Operator or Client is deemed to have been assessed and approved by that Operator and or Client in accordance with the requirements of these terms and conditions.
- 5.5.4. Emergency Evacuation Cover, purchased through AMREF (The Flying Doctors Society) is mandatory for all itineraries booked by the Companies and AMREF cover is automatically included in the Companies' costings.



This is not a substitute for personal travel insurance and clients must also make their own arrangements for full insurance prior to travel.

- 5.5.5. Failure by clients to provide AMREF emergency evacuation cover for themselves may result in delays in medical evacuation while payment confirmation formalities are processed and this will increase the risk of medical complications.
- 5.5.6. Neither the Companies nor the Governors Group are responsible for covering any costs incurred for medical treatment or any evacuation for clients while on safari, nor are they responsible for any complications which may result from a delay in arranging or executing such medical evacuation.

6. FORCE MAJEURE

- 6.1. "Force Majeure" means, in relation to the Companies or clients, any circumstances beyond the reasonable control of the Companies or clients (including, but without limitation, war or threat of war, sabotage, civil disturbance, or requisition, acts of God, fire, accident, flood or explosion, sickness, quarantine, Government intervention, weather conditions or other untoward occurrences).
- 6.2. If the ability of the Companies to provide the services booked is affected by Force Majeure then they shall as soon as practicable notify you of the nature and extent thereof.
- 6.3. The Companies shall not be deemed to be in breach of these terms and conditions or otherwise be liable to you, by reason of delay in performance, or by non-performance of any of its obligations hereunder to the extent that any such delay or non-performance is due to any Force Majeure.
- 6.4. If either of the Companies or the clients are affected by Force Majeure the companies shall be entitled to and may in its absolute and sole discretion, cancel or vary any arrangements or itinerary in relation to the safari. Payment of any refund by the Company as a result of the non-performance of any of the Company's obligations hereunder shall remain in its sole and absolute discretion although the Company shall use its reasonable endeavours to reimburse you in credit where possible. However, the Company shall be entitled to deduct from any refund recoverable the reasonable actual and potential costs to the Company of the Force Majeure.
- 6.5. Regarding Civil unrest, once the Company has investigated the prevailing situation as it deems fit, it shall remain in either of the Companies sole and absolute discretion whether to proceed with the safari. You may in such circumstances cancel the trip. However, if, after having made all reasonable and proper inquiries, either of the Companies is of the opinion that the trip may proceed, no refund will be payable to you and the provisions under refunds will apply.
- 6.6. For the avoidance of doubt, any refund process as a result of any Force Majeure event shall be entirely at the discretion of the Companies, and nothing contained herein should be deemed to constitute a right to such a refund.

7. DATA AND PRIVACY POLICY

- 7.1. The Company receives various types of information ("the Information") from Operators, Clients and other users (collectively "the Users") who access Websites or make reservations through other manual systems, including personal information as detailed in various statutes to personal information, data and electronic communications and transactions (hereinafter referred to "Personal Information").
- 7.2. Please see our full Privacy Policy available on our website <https://www.governorscamp.com/privacy-policy/>
- 7.3. In order to comply with General Regulation on Data Protection (EU) 2016/679, Article 13, which came into effect 25th May 2018, we have to notify you of the data we hold about you and how we use this data.
- 7.4. The Companies and their associated companies use client information (your name, address and email address) in the normal course of business in the following areas: legal, tax and marketing. We retain a client's name, address and email address for a period of 7 years which is the length of time we are required to for various legal and tax reasons.



- 7.5. We take privacy extremely seriously and will never share client data with third parties. The collection of data is carried out in a manual mode by a personnel specifically appointed by the Companies to input this data into our private database.
- 7.6. If you have any questions about our Privacy Policy, then please email us on marketing@governorscamp.com.
- 7.7. It is agreed that:
- 7.7.1. The Operator undertakes to obtain written consent from Clients to collect, store and use the Personal Information for and on behalf of the Companies for the purpose of carrying out its own obligations and the obligations of Governors in terms of this Agreement and for purposes of any Tours and Services.
- 7.7.2. The Operator warrants that it has reasonable security measures in place to prevent the loss, damage or unauthorised destruction of, and unlawful access to, the Personal Information.
- 7.7.3. The Companies may electronically collect, store and use Personal Information, including Users' names, contact details, surfing patterns, email addresses, IP addresses etc. for the purpose of carrying out any current and future Tours and Services and will retain such Personal Information for as long as is necessary in order to achieve this purpose, and comply with any other statutory obligations.
- 7.7.4. The Companies will endeavour to treat Personal Information received by it with reasonable care. Whenever the User is of the opinion that the Companies have failed to do so, the User shall inform the Companies thereof by sending an email to marketing@governorscamp.com. The Companies will review the User's representations made by email and, if within the Companies' discretion deemed advisable (and where possible taking commercially reasonable and affordable measures), take corrective action and in any event within 20 (twenty) days respond to the User informing him/her about corrective actions taken, if any.
- 7.7.5. Despite such undertaking, the Users acknowledge that it is possible for Internet-based communications to be intercepted. Without the use of encryption, the Internet is not a secure medium and privacy cannot be ensured. Internet e-mail is vulnerable to interception and forging.
- 7.7.6. Except to the extent of its own gross negligence, recklessness or wilful misconduct, the Companies will not be responsible for any damages suffered by Operators, Clients or any third party as a result of the transmission of confidential or other information disclosed to members of the Governors Group and/or their Suppliers through the Internet, or that Operators expressly or implicitly authorise members of the Governors Group and/or their Suppliers to make, or for any errors or any changes made to any transmitted information.
- 7.7.7. To ensure acquaintance with and awareness of the privacy measures and policies of the Governors Group, Users must take care to read and understand the privacy policies and disclaimers published on the Websites, as amended from time to time, which shall be deemed to form part of this Agreement.
- 7.7.8. Notwithstanding the aforesaid, in the event that the contents of this clause 7 conflict with the provisions of any legislation governing the protection of Personal Information, to which a particular Governors Party is subject, then this clause 7 will not apply to that particular Governors Party to the extent necessary to resolve the inconsistency, and (for that specific instance only) the provisions of clause 7 must be read as if amended to resolve the inconsistency.

8. JURISDICTION AND GOVERNING LAWS

- 8.1. These terms and conditions constitute a legally binding contract between the Parties under Kenyan Law and the interpretation thereof shall be governed by the laws of the Republic of Kenya.
- 8.2. Each party to this agreement irrevocably agrees that the courts of Kenya shall have exclusive jurisdiction to hear, settle and/or determine any dispute, controversy or claim (including any non-contractual dispute, controversy or claim) arising out of or in connection with this agreement, including any question regarding its existence, validity, formation or termination. For these purposes, each party irrevocably submits to the jurisdiction of the Kenyan courts.
- 8.3. In the event of any dispute or action of any kind against the Companies and or the Governors Group it is agreed that that dispute or action shall be heard under Kenyan Law and in the Kenyan Courts.

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9. GENERAL

- 9.1. Each of the indemnities, disclaimers, waivers, releases and other provisions of this Agreement are separate and severable provisions which are individually and jointly enforceable. In the event that any one or more of the provisions of this Agreement are found to be invalid, unlawful and/or unenforceable such provisions will be severable from the remaining provisions and the remaining provisions shall continue to be valid, in full force and effect.
- 9.2. Save as otherwise expressly provided for in this Agreement, no amendment or consensual cancellation of this Agreement or any provision or term hereof, or other document issued or executed pursuant to or in terms of this Agreement and no settlement of any disputes arising under this Agreement and no extension of time, waiver or relaxation or suspension of any of the provisions or terms of this Agreement or of any Agreement between the Parties, or other document issued pursuant to or in terms of this Agreement shall be binding unless recorded in a written document and signed by a duly authorised representative of the Company. Any such extension, waiver or relaxation or suspension which is so given or made shall be strictly construed as relating strictly to the matter in respect whereof it was made or given.
- 9.3. By confirming your reservation, you acknowledge that you have read and understand the terms and conditions contained herein and that you specifically agree to these terms and conditions.



ANNEX 1 – GOVERNORS’ SAFARIS LTD. and GOVERNORS’ SAFARIS (RWANDA) LTD. QUOTES:

IMPORTANT

- Please ensure that you are aware of our booking conditions. Booking this safari with us confirms your acceptance of these conditions.
- Prior to confirming the booking, each guest is required to take out their own comprehensive travel, medical, cancellation, curtailment and default insurance for the duration of their trip.
- Due to the remote areas in which we operate, it is vital that all guests are covered for emergencies and other unforeseen circumstances. We will not be held responsible for any guest travelling without insurance.
- The relevant cancellation policy applies should the guest fail to join or start their safari/journey for any reason, including airline delays or missed connections. Please ensure adequate travel insurance is in place for this eventuality.
- The itinerary may include camps/lodges that are situated in Malaria and Yellow Fever areas. Please consult a medical practitioner, pharmacist or travel clinic to establish what precautions and/or vaccinations will be required.
- Due to the logistics of travelling on a safari to remote areas, we strongly recommend that all guests read the literature provided. Should there be any further queries, please feel free to contact your Sales and Reservation Consultant

QUOTE GENERAL INCLUSIONS

- All accommodation on a shared or single basis as indicated;
- Meals as specified;
- Excursions and transfers as indicated in the quote;
- Most safari camps/lodges include game drives in their rate. If there is an additional charge we shall detail it on your quotation. Private activities and guide may be booked at an additional cost for sole use or special interest activities. Please advise during booking if you would like additional information on this service;
- Services of the camp/lodge guides and staff as specified on your quote;
- Relevant park fees and entrance fees as specified on your quote;
- Drinks as specified on your quote – drink inclusions may differ between camps/lodges;
- Laundry can be done at most camps/lodges and hotels. In some cases this is included in the rate as quoted whilst in others it is an extra cost. You will find this detail in the property notes on your quote
- Air transfers as specified on your quote, including Departure Taxes as relevant.
- Accommodation taxes, the applicable Tourism Levies and all relevant Value Added Tax (VAT) or Government Sales Tax (GST).

QUOTE GENERAL EXCLUSIONS

- Meals not specified in the quote such as lunch and dinner in city hotels and at restaurants;
- Any drinks, park fees, entrance fees, portorage, tours/excursions and transfers not specified in the quote;
- Any scheduled commercial flights and related taxes;
- Cancellation, baggage and medical insurance;
- Staff gratuities;
- Any new Government Taxes, levies, park and conservancy fee, fuel or industry increases which are beyond our control;

Governors’ Safaris Ltd & Governors’ Safaris (Rwanda) Ltd
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- Visa fees where relevant. Should a visa payment be required, this will often need to be paid in United States Dollar cash. Change is often not provided and thus the exact amounts payable are essential (with small denominations encouraged). Travellers Cheques and credit cards are not usually accepted for this purpose;
- Any items of a personal nature.

SCHEDULED FLIGHT TICKET QUOTES – STANDARD TERMS & CONDITIONS

- Fares and taxes on flights are quoted per person and at current rates. These are subject to airline increase or rate of exchange fluctuations at any time prior to date of issue.
- All airlines require **full first names and surnames** as per the passengers' passport to make a reservation.
- **NOTE: In line with airline and government regulations around the world, we may be required to supply the following information before air tickets may be issued for reservations made on scheduled flights – passport name, passport number, date of issue, date of expiry, country of issue, date of birth, gender and nationality.**
- A Change Fee may be applicable for any name changes after an airline reservation has been made, or after the ticket has been issued. Change Fees will be charged to your final invoice, or in a separate invoice to you if final payment has already been made.
- Airfares are subject to seat availability and rules, cancellation and amendment penalties.
- Cancellation fees will be charged if applying for a refund on an issued ticket.
- The Companies and their partners cannot be held responsible for any re-routings, delays or cancellations imposed by the airlines. Guests should carry adequate travel insurance to cover such eventualities.

WEIGHT & LUGGAGE RESTRICTIONS FOR LIGHT AIRCRAFT TRANSFERS

- For most bush flights within Kenya and Tanzania, a strict limit of 15kg of luggage in total (including hand luggage) is applicable, packed in soft bags.
- **Safety is the number one priority for the Companies.** Adhering to aviation regulations means that there have to be strict measures in place to ensure weight allowances are not exceeded and that these parameters are adhered to by all our partners world-wide.
- The strict weight restrictions in place on any itinerary which includes light aircraft transfers are for the following reasons: The aircraft are designed with a maximum bodyweight and luggage weight allowance; most of our airfields are at a fairly high elevation and located in the warm to hot tropics so the permissible aircraft carrying capacity is reduced and the aircraft have physical space restrictions – such as size and type of aircraft; size of the luggage pod and seats
- As part of the enhancement of Safety, Compliance and Risk Mitigation processes by the Companies and Governors' Aviation Ltd and as part of our efforts toward service excellence audits and / or desktop reviews are carried out on third party aviation operators. These 3rd Party aviation operators are audited for compliance with applicable aviation regulations. . If they pass the audit / review processes carried out by the Companies and / or Governors Aviation Ltd then they are labelled as Preferred Suppliers and it is the directive of the Safety Review Board of Governors' Aviation Ltd that only Preferred Suppliers are utilised when outsourcing any and all additional aircraft routings. For further details, please consult with your dedicated Sales and Reservation Consultant.
- Should a guest require extra luggage allowance, a freight seat may be purchased at the cost of a child's seat. This allows for 65kg of extra luggage per seat.
- Governors' Aviation Ltd offers a limited luggage storage facility at its Wilson Airport offices for any luggage over the weight limit. Guests are welcome to leave luggage, and collect again on return from their bush safari.
- Where a larger aircraft is booked by the client, the luggage weight allowance may be increased - this will be specifically communicated in the quote or when the information is available to the Companies.

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PASSPORT & VISAS

Visitors to Africa must have a passport that is valid for at least 6 months beyond their intended departure date, together with onward travel documents, proof of accommodation and sufficient funds for the duration of their stay. In addition, each country they may be visiting generally requires at least 2 consecutive/side by side blank pages on entry for both visas and stamps. Should the itinerary include more than one country, excluding the country of departure and return, a sufficient number of blank **visa** pages (not endorsement pages) in their passport is required. Should there be insufficient blank pages in your passport then entry into or exit from a country could be denied.

- Any applicable visas, costs and/or relevant documentation are the responsibility of the guest. They must please verify with the relevant consulate concerning visa entry requirements and, if extending their journey to other countries, the visa entry requirements for those countries need to be established as well.
- **Guests must ensure they have all necessary visas prior to departure from their home country (unless these can be obtained on arrival) as the Companies, their staff, agents and operators cannot be held liable should entry be denied.**



ANNEX 2 - GOVERNORS' CAMP COLLECTION RATES - INCLUSIONS & EXCLUSIONS.

Governors' Camp, Little Governors' Camp: Rates include full board accommodation, 3 meals per person per night booked, purified water and welcome drink, 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 two or three excursions daily (depending upon client preferences) 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 and the charge for each service is clearly stated on the invoice. Rates exclude drinks, personal expenses, Manyatta entrance fees and Park Fees. There is a supplement for the Justus Suite and the price is available upon request. For FIT travellers and families, **from 1st January 2023 rates include** all soft drinks, beers, house wines and "non-premium" spirits. Champagnes, selected fine wines, premium spirits and liqueurs will be charged as extras. For Groups and Incentives we reserve the right to charge drinks on consumption or to levy a drinks supplement.

Governors' Il Moran Camp Rates include full board accommodation, 3 meals per person per night booked, & all soft drinks, beers, house wines and "non-premium" spirits, laundry, together with applicable VAT thereon, and transportation of tourists. For Groups and Incentives we reserve the right to charge drinks on consumption or to levy a drinks supplement. Transportation of tourists will be in our custom built 4WD vehicles. It includes all air strip transfers and two extended 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 and the charge for each service is clearly stated on the invoice. Rates exclude Champagnes, selected fine wines, premium spirits and liqueurs, personal expenses, Manyatta entrance fees and Park Fees. Only children over 8 years of age will be accommodated in this camp.

Governors' Private Camp Rates include full board accommodation, 3 meals per person per night booked, & all soft drinks, beers and house wines and "non-premium spirits", laundry, together with applicable VAT thereon and transportation of tourists. For Groups and Incentives we reserve the right to charge drinks on consumption or to levy a drinks supplement. Transportation of tourists will be in our custom built 4WD vehicles. It includes all air strip transfers and two or three extended 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 and the charge for each service is clearly stated on the invoice. Rates exclude Champagnes, selected fine wines, premium spirits and liqueurs, personal expenses, Manyatta entrance fees and Park Fees. Governors' Private Camp is available on an exclusive use basis by booking and paying for 6 or more tents per night. If less than 6 tents are booked per night then clients may be sharing the camp with other FIT's or small groups.

Loldia House: Rates include full board accommodation, 3 meals per person per night booked, purified water and welcome drink, & laundry, together with applicable VAT thereon, transportation of tourists and boat rides with Lodge's boat on Lake Naivasha. Transportation of tourists will be in our custom built 4WD vehicles to Lake Nakuru National Park and / or Hells Gate National Park, Elementaita and The Eburu Forest Reserve & Bongo conservation area, 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 and the charge for each service is clearly stated on the invoice. Rates exclude drinks and personal expenses, Loldia Conservation Fees and Lake Nakuru / Hells Gate Park Fees, Elementaita Park Fees, Eburu Forest Reserve Park Fees, and Crescent Island Park Fees. **From 1st January 2023 rates include** all soft drinks, beers, house wines and "non-premium" spirits. Champagnes, selected fine wines, premium spirits and liqueurs will be

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charged as extras. For Groups and Incentives we reserve the right to charge drinks on consumption or to levy a drinks supplement.

Governors Mugie House: Rates include full board accommodation, 3 meals per person per night booked, & all soft drinks, beers, house wines and “non-premium” spirits, laundry, together with applicable VAT thereon, transportation of tourists and standard activities on Mugie Ranch. For Groups and Incentives we reserve the right to charge drinks on consumption or to levy a drinks supplement. Transportation of tourists will be in our custom built 4WD vehicles. It includes all air strip transfers and two extended excursions daily into Mugie Ranch and surrounding areas, to local 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 and the charge for each service is clearly stated on the invoice. Rates exclude Champagnes, selected fine wines, premium spirits and liqueurs, personal expenses, Manyatta entrance fees and Conservancy Fees. Rates also exclude premium or non-standard activities such as scenic flights and other similar high cost activities which shall be quoted separately.

Sabyinyo Silverback Lodge: Rates include full board accommodation including 3 meals per person per night booked, laundry, room service, drinks (house wines, “non-premium” spirits, beers & soft drinks) and applicable VAT. For Groups and Incentives we reserve the right to charge drinks on consumption or to levy a drinks supplement. Rates exclude premium drinks (champagnes, liqueurs & premium spirits), personal expenses, transfer costs & vehicle hire, Gorilla Trekking Fees and Community Bed Night Fees. There is a supplement for a Suite and the price is indicated in the rates sheet. .

CHILD POLICY: Governors' Camp, Little Governors' Camp and Governors' Private Camp, Loldia House: Child rate on accommodation is available for children under the age of 16 years old. Infants under the age of 3 years are accommodated free of charge. **Governors' Il Moran Camp, Governors Mugie House and Mutamaiyu Private:** Child rate on accommodation is available for children under the age of 16 years old. Children under the age of 8 years are not permitted at these properties, although special requests can be made and confirmed at time of booking. **Sabyinyo Silverback Lodge:** Child rate on accommodation is available for children under the age of 16 years old. Infants under the age of 3 years are accommodated free of charge. Please note that Gorilla Trekking is only available for children 15 years of age and over. **Applicable Accommodation rates:** The child rate per child per night is indicated on our tariff sheet. The applicable charge for two adults and one child is the per person sharing adult charge for two pax plus the child rate per night. If the child is sharing with one adult then the applicable charge is one adult charge based on the per person sharing rate for one pax plus the child rate per night. **Mara Park fees for children:** A child park fee rate is available for children who are under 18 years old. Children under the age of 3 years do not pay park fees.

GUIDE POLICY: Guides are accommodated in guide or guest accommodation at our discretion. Rates will be the applicable child rate for that property and season. Rates exclude Champagnes, selected fine wines, premium spirits and liqueurs, personal expenses, Manyatta entrance fees and Park, Conservancy or Trekking Fees. Rates also exclude premium or non-standard activities such as hot air ballooning, scenic flights and other similar high cost activities which shall be quoted separately.

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.

HOT AIR BALLOONING IN THE MASAI MARA: This service is provided by Governors Balloon Safaris Ltd. This rate includes transportation of tourists to and from listed “collection” camps, a Balloon

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flight and transportation from the landing site. Transportation of tourists will be in custom built 4WD vehicles, and a flight in a custom built Hot Air Balloon. The rate also includes a freshly cooked bush breakfast with sparkling wine after landing.

Rates exclude Park Fees and Balloon Landing Fees and mandatory insurance cover. **Terms and Conditions specific to**

Ballooning: Please find full terms and conditions for Governors' Balloon Safaris here-

<https://www.governorscamp.com/governors-balloon-safaris-terms-and-conditions>

WALKING SAFARI IN LEMEK CONSERVANCY ADJACENT TO 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 bush breakfast with sparkling wine (or evening sun-downer in case of an afternoon walking safari) as well as together with applicable VAT thereon. PLEASE NOTE – WALKS MAY NOT BE AVAILABLE IN GREEN SEASON. PLEASE CHECK AVAILABILITY. **Rates exclude** Park Fees payable to Lemek Conservancy. Please enquire for current rates.

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 / Landcruiser. Larger vehicles are available and may be used for larger groups. Should clients wish to guarantee no other clients are in their vehicle they will have to pay a higher transportation charge. Please ask us if you wish to know the cost. This must be booked in advance and may not be available at certain times of year.



7th June 2019

To whom it may concern

**CORPORATE AND
INVESTMENT
BANKING**

Dear Sir/Madam,

RE: NEW ACCOUNTS OPENED – GOVERNORS SAFARIS LIMITED

This is to confirm that we have opened the below accounts with the bank;

CUSTOMER NAME	CURRENCY	ACCOUNT NUMBER	BRANCH	SWIFT CODE
GOVERNORS SAFARIS LIMITED	KES	0100006252855	CHIROMO	SBICKENX
GOVERNORS SAFARIS LIMITED	USD	0100006252887	CHIROMO	SBICKENX

Branch Name: CHIROMO
Bank Code: 31
Sort Code: 000
Swift Code: SBICKENX

We take this chance to thank you for considering Stanbic Bank Kenya Limited as your banking partner of choice.

Please get in touch with the undersigned if in need of any further information or clarification.

Yours faithfully,

For and on behalf of Stanbic Bank Kenya Limited,



Immaculate Mbithe
Client Coverage



Ann Mugweru
Client Coverage



BANK OF KIGALI
Financially transforming lives



Kigali, 19th January 2022

To: GOVERNORS CAMP RWANDA TLD

Kigali- Rwanda.

CUSTOMER ACCOUNT DETAILS CONFIRMATION

ACCOUNT NAME: GOVERNORS SAFARIS RWANDA TLD

USD ACCOUNT NUMBER: 100008963015

RWF ACCOUNT NUMBER: 100008962981

USD IBAN: RW54040100008963015840

RWF IBAN: RW46040100008962981646

BRANCH CODE: 00040

BANK NAME: BANK OF KIGALI PLC

BRANCH NAME: KIGALI BRANCH

SWIFT CODE: BKIGRWRW

BANK ADDRESS: PLOT 490 KN4 Av No. 12

P.O BOX 175 KIGALI-RWANDA

OUR INTERMEDIARY BANKS

1. CORRESPONDENT BANKS IN USD

DEUTSCHE BANK TRUST COMPANY AMERICAS, SWIFT CODE : BKTRUS33
NEW YORK
USA

CITIBANK N.A, SWIFT CODE: CITIUS33
NEWYORK
USA

2. CORRESPONDENT BANKS IN EUR

DEUTSCHE BANK AG, SWIFT CODE: DEUTDEFF
FRANKFURT,
GERMANY

Company Code/TIN No. 107610471 | RSE Ticker: BOK | Authorized Capital: FRw 20,000,000,000 | Swift: BKIGRWRW

P.O. Box: 175 Kigali | KN4 Ave No 12 Plot No 790 - Kigali | Tel: (+250) 252 593 100 | Cell: (+250) 788 143 000

Fax: (+250) 252 575 504 | Bank of Kigali Plc | Email: bk@bk.rw | www.bk.rw



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