

Terms and Conditions:

By signing the Booking Form you “the Participant” are entering into a contractual agreement with GoSeeKenya (“GSK”) and, “the Participant” agrees to be bound by the following Terms and conditions mentioned below:

1. GSK excludes any liability for any errors or omissions in any of its publications or materials.
2. GSK retain the right to refuse any booking if deemed unacceptable for any reason. GSK will notify the Participant in writing if the booking is refused.
3. GSK retain the right to change dates and prices upon giving reasonable notice to the participant.
4. Unless otherwise agreed in writing, the Participant must pay GSK invoices by the due date or risk cancellation and loss of their deposit.
5. If it is necessary for the Participant to postpone their programme, new departure dates must be reconfirmed within 6 months or risk cancellation and loss of their deposit. Programme prices are subject to change in the event of the trip being postponed.
6. If the Participant does not comply with the rules, values or directives of a GSK programme or trip, GSK may be forced to release the participant from the programme with no refund.
7. The Participant agrees that any images of himself/herself taken by GSK, it’s agents or management staff while on a GSK programme belong to GSK and the Participant hereby waives all rights to these images. The Participant’s waiver of rights in relation to the images mentioned in this paragraph 7 shall not extend to any images that contravene any laws, or are in any way defamatory or obscene.
8. In the event that the Participants wishes to complain about any of the services provided by GSK, they must first make a verbal complaint to the management staff on the ground who will take the action they deem appropriate; In the event that the Participant is not satisfied with the response, they should put the complaint in writing immediately to the Directors. No complaint will be considered unless it follows the procedures specified in this paragraph 8.
9. In the event that the Participant decides to discontinue his/her programme at any time after its commencement, GSK shall not be obliged to issue the Participant with a refund.
10. The Participant is solely responsible for taking steps to assess their suitability for the programme on grounds of their health prior to the commencement of the programme. Each Participant warrants that they are fit and able to participate in the programme.

11. *The Participant is solely responsible for arranging and paying for Flights and Personal Insurance. GSK accepts no liability for delays, damages, costs, refunds or claims associated directly or indirectly with Flights and Personal Insurance.*
12. *GSK accepts no responsibility or liability for changes or programme cancellations in the event of war or threat of war, terrorism or threat of terrorism, fire, sickness, bad weather, acts of government or local authority, acts of god, or other event or circumstances which amounts to a 'force majeure'. In such circumstances, GSK will use its reasonable endeavour to offer the Participant alternative dates for the programme.*
13. *Cancellations must be writing and sent to Sandra or Peter Ruysenaars, PO Box 84851, Mombasa, Kenya.*
14. *Subject to paragraph 4, 5, 6, 12 & 13 above, in the event that GSK cancels a programme, the Participant will receive a full refund.*
15. *Subject to paragraph 9 above, in the event that the Participant cancels their GSK programme booking, a refund will apply as follows:*
 - a) *25 weeks or more prior to departure: -Full refund*
 - b) *13-24 weeks prior to departure: -90% of deposit paid*
 - c) *5-12 weeks prior to departure: -75% of deposit paid*
 - d) *4 weeks (28 days) or less prior to departure: -Forfeiture of all monies paid*