



# Booking Procedures, Terms & Conditions



Old Boma Ltd. is a Kenya-based company that owns and operates safari lodges and camps known as 'Saruni' and is also a Tour Operator that organizes safaris and tours in Kenya. These are the terms and conditions that are accepted when booking with Old Boma Ltd.

## Rates & Accommodation

All rates are in US\$ and per person per night (pppn). Rates are subject to change with notice. Accommodation is subject to availability.

## Booking & Payment

All reservations can be made by email or phone and are only confirmed after a 30% deposit of the total amount has been paid. The balance payment is due to Old Boma Ltd. no later than five weeks prior to arrival of the clients in Kenya. The payment is NETT of all bank charges, both on sending and receiving (Old Boma Ltd.) end. All payments and cheques are payable to Old Boma Ltd.

## Cancellation Policy

Cancellations are only effective on receipt of written notification. If cancellation is received 60-45 days before arrival, 15% of the total cost is retained; 44-30 days, 25% is retained; 29-22 days prior to arrival, 50% of the total cost will be charged and if cancelled less than 3 weeks (21 days before arrival full payment is retained. No refunds are given for 'no show', flight cancellation or departure from the lodge early.

## Reserve Entry & Conservation Fees

Reserve entry and conservation fees are payable at the

time of reservation and are subject to change upon short notice. Any changes will be passed on in full even for pre-paid clients.

## Check - in & Check out

Generally, check-in time is 11:00 AM and we ask that guests check-out by 10:00 AM so we have time to prepare rooms for incoming guests. However, please note, these times may differ from lodge to lodge and you should be advised at the time of booking.

## Child Policy

Our lodges are child-friendly and we are delighted to host families in our family villas, based on the below scenarios:

- 1) 2-3 children under 16 years sharing a family villa with 2 adults will each be charged at 50% of the adult pppn rate;
- 2) 1 or 2 children under 16 years sharing a room with 1 adult will each be charged at 50% of adult pppn rate;
- 3) 2 children in own room (not a family suite) will each be charged at 75% of the adult pppn sharing rate;
- 4) All children are the responsibility of their parents. Child-carers or ayahs can be organised upon request for US\$10 per hour payable direct. (Ayah accommodation at the rate of US\$80 per day in guides room- subject to availability.

## Passports & Visas

The onus is on the client to ensure that all passports and visas are valid for the countries listed. Old Boma Ltd. cannot be held liable for any visas not held by the clients.



## Private Vehicle & Guide

Private vehicle with guide for exclusive use is available at US\$350 per day.

## Tipping culture

Gratuities are welcomed with enthusiasm and gratitude; please speak to the lodge manager/s for advice and procedures.



## Travel & Medical Insurance

All guests travelling to Saruni must have comprehensive travel insurance, medical insurance and emergency evacuation coverage. We recommend that all guests obtain a temporary emergency medical evacuation cover through AMREF (Flying Doctors service). Saruni/Old Boma Ltd. is happy to organize for Flying Doctors temporary membership on your behalf at an extra cost of US\$15 per person).

## Industry Fam trips

For more information on organizing familiarization trips to Saruni for media, press and travel industry professionals, please contact [marketing@saruni.com](mailto:marketing@saruni.com)

## Flights & transfers

For internal flights within Kenya guests are advised to pack in soft bags with a maximum of 15kg per person. Transfers to additional destinations can be arranged and vary in price and duration depending on the length of the journey and the condition of the access roads.

## Access and changes to schedules

Old Boma Ltd. cannot be held responsible for occurrences of any difficulty in, delay or the impossibility of access to the properties relating to road, airstrip, weather or any other conditions beyond

the control of the lodge. Although every effort is made to adhere to schedules, the company reserves the right, and in fact is obliged, to occasionally change routes and lodges on safaris as dictated by changing conditions even when they are beyond the company's control, such as seasonal rainfall on bush tracks. The company subcontracts the flying services to independent and reliable airlines and cannot be held liable for any delays due to airlines not running to schedule. Any changes made to the original booking are subject to the conditions and rates, even if caused by the aforesaid conditions.

## Liability disclaimer

Old Boma Ltd. and its owners, directors, management and employees shall not assume liability for any illness, injury or death to persons visiting the property nor for any other incident of any nature involving any client(s) while they are on the property, participating in the Rhino Tracking experience, nor while travelling to or from the property. Old Boma Ltd. cannot be held responsible for loss or damage to personal property, however it may be caused.

## Disputes

All concerns must be brought to the attention of Old Boma Ltd. prior to the client's departure in order to finalise the issues on the ground at the time. Should this not be possible then they are to be followed up in writing no later than 14 days after departure where the Kenyan legal system will be adhered to exclusively.

