



Update: 10th June 2020.

Terms of Existing bookings, made upto 01 May 2020

Basecamp Explorer Kenya is committed to ensuring that our guests get a chance to enjoy the safari they have been planning at the time best suitable for them, therefore we are encouraging guests to consider postponing booking as opposed to cancelling with below guidelines

- Guests who wish to postpone travel for an existing booking are welcome to do so, at no change fee.
- Guests with an arrival date after 30th June 2020 can postpone travel to a later date up to 31st Dec 2021 or in 2022 if deemed necessary.
- If a deposit had been paid for an existing booking, we shall transfer full amount paid as a credit for new travel dates. Or offer credit note of similar amount.
- Postponed booking must be of equal value to original booking, package rate difference in new selected dates will be payable by guest.
- Guests who do not wish to postpone travel and chose to cancel booking within 14 days to travel date, the existing cancellation terms will apply.
- Final payments for postponed bookings arriving after 1st July 2020 will be payable 30 days prior to arrival date.

We are open to discuss any exemptions case by case, please feel free to contact our reservations team on: Kenya@basecampexplorer.com

Terms of New Bookings, made from 01 May 2020

- For new bookings travelling during 2021, existing rates for 2020 will apply.
- Deposit of 20% must be paid to secure booking within 14 days from date of invoice, balance 80% payable 30 days to arrival.
- If deposit not received within 14 days, booking will automatically be released and not qualify for these special terms
- Any booking amendment will be made at no extra charge, subject to availability
- Free cancellation if booking cancelled 30 days or more prior to arrival
- If guest need to postpone travel due to travel advise from their origin Country or from Kenya, our terms of booking change above apply
- If clients choose to cancel booking 30 days into arrival date, existing cancellation terms will apply
- Credit note of full amount will be provided if booking cancelled due to a travel advice.

These terms are valid until further notice and are subject to change, or revert to our Basecamp Explorer normal terms as per our rates sheets, in the future.

We are open to discuss any exemptions case by case, please feel free to contact our reservations team on: Kenya@basecampexplorer.com

Please note, clients booked on shared safaris may wish to opt for exclusive use of safari vehicle, to ensure availability we encourage pre-booking this prior arrival. Alternatively, we can recommend private safaris and exclusive use of Camp for smaller groups to ensure a private experience not shared with others.
