

Welcome to Book Gorilla Treks

Welcome to Book Gorilla Treks. These Terms and Conditions govern every booking, reservation, quotation, itinerary, safari, trekking expedition, wildlife tour, accommodation reservation, airport transfer, and travel service arranged by Book Gorilla Treks. By requesting a quotation, confirming a booking, making a payment, or travelling with us, you acknowledge that you have carefully read, understood, and accepted these Terms and Conditions in their entirety.

These Terms and Conditions are designed to protect both our guests and Book Gorilla Treks by establishing clear expectations, transparent booking procedures, and fair operating standards. They explain your rights, responsibilities, payment obligations, cancellation procedures, safety requirements, liability limitations, and the conditions under which we provide our travel services.

Our commitment is to deliver professional, ethical, safe, and memorable travel experiences throughout Uganda, Rwanda, Kenya, Tanzania, and other destinations where Book Gorilla Treks operates. Every safari, gorilla trekking adventure, chimpanzee tracking experience, mountain expedition, cultural tour, wildlife safari, and luxury holiday is organised with careful attention to quality, safety, conservation, and customer satisfaction.

Acceptance of These Terms

By confirming a booking with Book Gorilla Treks, you enter into a legally binding agreement with our company. This agreement becomes effective once we receive your written confirmation together with any required deposit or full payment, depending on the booking conditions.

The individual making the reservation confirms that they have the authority to accept these Terms and Conditions on behalf of every traveller included in the booking. Each traveller named on the reservation is considered to have accepted these Terms and Conditions, regardless of who completed the booking or made the payment.

Guests are encouraged to review these Terms carefully before confirming their reservation. If any provision is unclear, our reservations team will gladly provide clarification before your booking is finalised.

Booking Confirmation

A safari or travel service is considered confirmed only after Book Gorilla Treks has issued written confirmation and received the required deposit or full payment, as specified in your quotation or invoice.

Until written confirmation has been issued, all quotations, proposed itineraries, lodge reservations, transport availability, and gorilla or chimpanzee permits remain subject to availability. Accommodation providers, national park authorities, airlines, and other third-party suppliers may change availability without prior notice before a booking is confirmed.

Book Gorilla Treks reserves the right to substitute accommodation or services with comparable or higher-quality alternatives when circumstances beyond our reasonable control make the originally confirmed services unavailable. Whenever possible, guests will be informed in advance of any necessary changes.

Quotations and Pricing

All quotations issued by Book Gorilla Treks are prepared using the most accurate information available at the time they are issued. Prices are based on current accommodation rates, government park fees, conservation levies, transportation costs, exchange rates, fuel prices, and supplier charges.

Unless otherwise stated in writing, quotations remain valid for the period specified on the quotation. If no validity period is indicated, quotations should be considered subject to revision until a booking has been confirmed.

Book Gorilla Treks reserves the right to revise prices before booking confirmation if changes occur in government taxes, park entrance fees, gorilla permit prices, concession fees, airline charges, fuel surcharges, exchange rate fluctuations, or supplier costs that are outside our control.

Once a booking has been confirmed and the required payment has been received, Book Gorilla Treks will honour the confirmed contract price except where changes are required by law or imposed by governmental authorities.

Deposits and Payment Requirements

To secure reservations, Book Gorilla Treks generally requires a non-refundable deposit. The deposit amount depends on the nature of the booking and may vary according to accommodation policies, gorilla permit requirements, airline ticketing conditions, or special promotional offers.

Certain services, including gorilla trekking permits, chimpanzee permits, domestic flights, luxury lodges, exclusive-use properties, and peak-season accommodation, may require full payment at the time of booking because suppliers require immediate payment.

The remaining balance must be paid no later than the deadline stated in your invoice or travel confirmation. Failure to make payment by the specified due date may result in cancellation of the booking and forfeiture of amounts already paid, subject to the cancellation policies of suppliers and conservation authorities.

Book Gorilla Treks accepts payment through approved international bank transfers and other secure payment methods communicated by our reservations department. Any bank charges, intermediary transfer fees, currency conversion costs, or international transaction fees remain the responsibility of the client unless otherwise agreed in writing.

Gorilla Trekking Permits and National Park Permits

Gorilla trekking permits, chimpanzee permits, golden monkey permits, and other government-issued conservation permits are regulated by the relevant wildlife authorities and are subject to strict availability.

Book Gorilla Treks purchases these permits on behalf of clients only after receiving the required payment. Once purchased, permit conditions are governed by the issuing wildlife authority rather than Book Gorilla Treks.

Permit fees are generally non-refundable except where the issuing authority authorises a refund under its official policies. Book Gorilla Treks cannot guarantee refunds for unused permits resulting from late arrival, missed flights, illness, travel disruptions, visa issues, or any other circumstance outside our direct control.

Guests are responsible for ensuring they arrive in Uganda or other destination countries in sufficient time to participate in their scheduled trekking activities.

Passport, Visa, Health, and Entry Requirements

Every traveller is solely responsible for ensuring that they possess a valid passport, the required visas, vaccination certificates, travel insurance documentation, and any additional travel documents required for entry into the destination country.

Many countries require passports to remain valid for at least six months beyond the intended date of departure. It is the traveller's responsibility to verify all passport validity requirements before departure.

Guests should also consult the appropriate health authorities regarding recommended vaccinations, malaria prevention, medical advice, and public health requirements applicable to their destination.

Book Gorilla Treks accepts no responsibility for losses, delays, additional costs, or denied boarding resulting from incomplete travel documentation or failure to comply with immigration requirements.

Travel Insurance

Book Gorilla Treks strongly recommends that every traveller purchase comprehensive travel insurance immediately after confirming their booking.

Your travel insurance should provide appropriate coverage for medical emergencies, emergency evacuation, trip cancellation, trip interruption, baggage loss, flight delays, personal liability, natural disasters, political events, and adventure activities where applicable.

Travellers participating in gorilla trekking, mountain climbing, hiking, walking safaris, rafting, cycling, or any physically demanding activity should ensure that their insurance policy specifically covers those activities.

Comprehensive travel insurance protects both the traveller and the continuity of travel arrangements in the event of unforeseen circumstances.

Our Commitment to Safety

The safety and wellbeing of our guests remain our highest operational priority.

Book Gorilla Treks carefully selects accommodation providers, transportation partners, guides, drivers, mountain crews, and activity operators based on professional standards, safety records, licensing requirements, and operational experience.

All travellers are expected to follow the instructions provided by guides, park rangers, drivers, mountain leaders, and local authorities throughout their journey. Compliance with safety instructions helps protect both travellers and wildlife while ensuring a safe and enjoyable experience.

Travellers who behave recklessly, violate park regulations, endanger wildlife, threaten staff, or compromise the safety of others may be removed from activities without refund if necessary to protect the wellbeing of guests, employees, or conservation areas.

Cancellation Policy and Applicable Cancellation Charges

Book Gorilla Treks understands that unforeseen circumstances may occasionally require clients to cancel or postpone their travel arrangements. Because every safari involves advance commitments to accommodation providers, conservation authorities, transport operators, guides, and other service providers, cancellation charges become necessary once services have been secured on a client's behalf.

All cancellation requests must be submitted in writing by email. The effective date of cancellation shall be the date on which Book Gorilla Treks receives the written cancellation request. Verbal cancellations or telephone conversations shall not constitute official notice.

Unless otherwise stated in your booking confirmation or where third-party supplier policies impose stricter conditions, the following cancellation charges shall apply to the total safari cost:

- More than **90 days** before arrival: **10%** of the total booking value will be retained to cover administration and reservation costs.
- **89 to 60 days** before arrival: **25%** of the total booking value will be charged.
- **59 to 45 days** before arrival: **40%** of the total booking value will be charged.
- **44 to 30 days** before arrival: **60%** of the total booking value will be charged.
- **29 to 15 days** before arrival: **80%** of the total booking value will be charged.

- **14 days or less** before arrival, failure to arrive, late arrival, early departure, or failure to use booked services: **100%** of the total booking value will be charged.

These percentages reflect the increasing financial commitments made by Book Gorilla Treks to suppliers as the departure date approaches.

Gorilla Trekking Permits and Government-Issued Permits

Mountain gorilla permits, chimpanzee permits, golden monkey permits, park entrance permits, and any other conservation permits are governed by the policies of the issuing wildlife authorities.

Once these permits have been purchased on behalf of a client, they are generally **non-refundable and non-transferable**, except where the relevant wildlife authority officially authorises a refund under its own regulations.

Book Gorilla Treks cannot override or amend the refund policies established by the Uganda Wildlife Authority, the Rwanda Development Board, the Kenya Wildlife Service, the Tanzania National Parks Authority, or any other government agency.

Where a wildlife authority approves a refund, Book Gorilla Treks will refund the amount received after deducting any applicable bank charges, administrative costs, or supplier fees.

Accommodation Cancellation Policies

Some luxury lodges, boutique camps, exclusive-use properties, and seasonal accommodation providers operate stricter cancellation policies than the standard Book Gorilla Treks policy.

Where a lodge or camp imposes higher cancellation penalties, those supplier terms shall apply. Clients will always be informed of any special cancellation conditions before confirming their booking.

Airline Tickets and Domestic Flights

Domestic and international airline tickets are subject to the fare rules and cancellation policies of the respective airline.

Certain promotional or discounted airfares may be entirely non-refundable after ticket issuance.

Any airline refunds shall be processed strictly in accordance with the airline's published fare conditions.

Changes to Travel Dates

Clients wishing to postpone rather than cancel their safari should contact Book Gorilla Treks as early as possible.

Where suppliers permit changes, Book Gorilla Treks will make every reasonable effort to transfer the booking to new travel dates. However, any additional costs arising from seasonal rate differences, permit availability, accommodation changes, airline penalties, or supplier amendment fees shall be payable by the client.

Date changes cannot be guaranteed and remain subject to availability.

Refund Processing

Where refunds are due, they will normally be processed within **30 to 45 business days** after Book Gorilla Treks has received the corresponding refunds from third-party suppliers.

Refunds will be made using the original payment method whenever reasonably possible.

Bank transfer charges, international transaction fees, currency conversion costs, and intermediary banking charges may be deducted from the refunded amount where applicable.

Travel Insurance

Book Gorilla Treks strongly recommends that every traveller purchases comprehensive travel insurance immediately after confirming their booking.

An appropriate travel insurance policy should include protection for:

- Trip cancellation
- Trip interruption
- Medical emergencies
- Emergency evacuation
- Flight delays
- Lost or delayed baggage
- Personal liability
- Adventure activities
- Natural disasters
- Political events

Comprehensive travel insurance offers valuable financial protection against circumstances that fall outside the control of both the traveller and Book Gorilla Treks.

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At Book Gorilla Treks, every safari, trekking expedition, and holiday is carefully planned and coordinated with national park authorities, accommodation providers, transport operators, and

other trusted partners. Many of these suppliers require advance payments that become non-refundable once services have been secured. For this reason, cancellations may result in cancellation charges.

If you wish to cancel your booking, you must notify Book Gorilla Treks in writing by email. The effective cancellation date is the date on which we receive your written notice. Telephone conversations or verbal notifications will not constitute formal cancellation.

Cancellation charges will depend on the timing of your cancellation, the services booked, and the policies of third-party suppliers. Gorilla trekking permits, chimpanzee permits, domestic flights, scheduled airline tickets, conservation fees, and certain accommodation reservations are often subject to separate cancellation conditions established by the issuing authority or supplier.

Where refunds are available, Book Gorilla Treks will process eligible amounts after deducting any unrecoverable payments already made to suppliers, banking charges, administrative costs, and applicable cancellation fees.

We strongly encourage all travellers to purchase comprehensive travel insurance that includes trip cancellation coverage.

Changes to Confirmed Bookings

We understand that travel plans occasionally change. If you request changes after your booking has been confirmed, Book Gorilla Treks will make every reasonable effort to accommodate your request.

Changes may include revised travel dates, accommodation upgrades, additional travellers, reduced group sizes, or modifications to your itinerary.

Any requested changes remain subject to availability and may result in additional costs imposed by accommodation providers, airlines, wildlife authorities, or other suppliers.

Book Gorilla Treks reserves the right to charge reasonable administrative fees where significant itinerary amendments require substantial reorganisation.

Changes Made by Book Gorilla Treks

While every effort is made to operate your itinerary exactly as confirmed, certain circumstances may require changes before or during your safari.

Such circumstances may include:

- Government directives
- National park management decisions
- Weather conditions

- Road closures
- Wildlife movements
- Security concerns
- Natural disasters
- Accommodation operational issues
- Airline schedule changes
- Mechanical failures
- Conservation requirements

Where practical, Book Gorilla Treks will provide alternative services of comparable quality without compromising the overall value of your safari.

If significant changes become necessary, our reservations team will communicate with you promptly and work to minimise any inconvenience.

Force Majeure

Book Gorilla Treks shall not be liable for delays, cancellations, itinerary changes, or failure to perform contractual obligations resulting from events beyond our reasonable control.

Force majeure events include, but are not limited to:

- Natural disasters
- Floods
- Earthquakes
- Wildfires
- Volcanic activity
- Epidemics or pandemics
- Government restrictions
- Civil unrest
- Political instability
- Terrorism
- War
- Border closures
- Airline disruptions
- Labour strikes
- Severe weather
- Public utility failures

In such circumstances, Book Gorilla Treks will make every reasonable effort to assist clients in finding suitable alternatives. However, any additional expenses resulting from force majeure remain the responsibility of the traveller unless covered by travel insurance.

Wildlife Viewing and Nature Experiences

Book Gorilla Treks specialises in authentic wildlife experiences within protected conservation areas.

Wild animals move freely in their natural habitats. Consequently, sightings of specific species cannot be guaranteed.

Although our experienced guides possess extensive knowledge of animal behaviour and wildlife movements, the appearance of gorillas, chimpanzees, lions, leopards, elephants, shoebills, or any other wildlife depends entirely upon natural conditions.

Every safari celebrates the unpredictability of nature, which forms an essential part of the authentic African wilderness experience.

Gorilla Trekking Regulations

Mountain gorilla trekking is conducted under strict conservation regulations established by the relevant wildlife authorities.

All participants agree to comply fully with official trekking regulations, including any health, safety, conservation, or behavioural requirements issued by park management.

Guests may be denied participation if they fail to meet the eligibility requirements established by the wildlife authority. This includes circumstances where visitors display symptoms of contagious illness that could threaten endangered mountain gorillas.

Book Gorilla Treks fully supports responsible tourism and wildlife conservation and expects every guest to respect these regulations throughout the trekking experience.

Health and Fitness

Many of our safari activities involve physical exertion.

Mountain gorilla trekking, chimpanzee tracking, mountain hiking, nature walks, and climbing expeditions require varying levels of physical fitness.

It is the traveller's responsibility to ensure they are medically fit to participate in the activities included within their itinerary.

Clients should disclose any relevant medical conditions, mobility limitations, allergies, dietary requirements, or other health concerns before travel so that appropriate arrangements may be considered where possible.

Book Gorilla Treks reserves the right to refuse participation in activities where medical or safety concerns could place the traveller, guides, or other participants at unnecessary risk.

Limitation of Liability

Book Gorilla Treks acts as a professional tour operator arranging travel services provided by carefully selected accommodation providers, transport companies, airlines, wildlife authorities, activity operators, and other independent suppliers.

While we exercise reasonable care when selecting our partners, we cannot accept responsibility for the acts, omissions, negligence, delays, defaults, or failures of independent third-party service providers.

Our liability shall be limited to the value of the travel services booked directly through Book Gorilla Treks, except where liability cannot legally be excluded under applicable law.

Nothing within these Terms and Conditions limits rights that cannot legally be excluded under applicable consumer protection legislation.

Traveller Responsibilities

Every traveller shares responsibility for ensuring the success and safety of their journey.

Guests agree to:

Carry valid travel documentation.

Follow the instructions of guides, drivers, rangers, and local authorities.

Respect wildlife and protected areas.

Treat local communities with courtesy and respect.

Protect the natural environment.

Observe accommodation policies.

Arrive punctually for scheduled activities.

Respect local customs, traditions, and cultural values.

Travellers remain responsible for any damage intentionally or negligently caused to accommodation, vehicles, equipment, or property during their journey.

Photography and Media

Guests are welcome to photograph wildlife, landscapes, accommodation, and personal travel experiences for private use.

Visitors should always seek permission before photographing local people, cultural ceremonies, schools, or private property.

Book Gorilla Treks may occasionally capture photographs or videos during tours for promotional purposes. Where identifiable images of guests are used, we will seek appropriate consent where required by applicable law.

Guests who prefer not to appear in promotional materials should notify our team before the commencement of their safari.

Complaints and Customer Satisfaction

Book Gorilla Treks is committed to delivering exceptional customer service.

If any concern arises during your safari, you should immediately notify your guide, driver, or our operations office so that we have the opportunity to resolve the matter while you are travelling.

Many issues can be resolved quickly when reported promptly.

If a complaint remains unresolved during your safari, written notification should be submitted within fourteen (14) days after completion of your tour together with any supporting documentation.

We value constructive feedback and continuously improve our services through client experiences.

Intellectual Property

All content published on the Book Gorilla Treks website, including text, photography, graphics, logos, itineraries, branding, videos, downloadable materials, and marketing content, remains the intellectual property of Book Gorilla Treks unless otherwise stated.

No material may be copied, reproduced, modified, distributed, published, or used for commercial purposes without prior written permission.

Unauthorised use of our intellectual property may result in legal action.

Privacy and Data Protection

Book Gorilla Treks respects your privacy and handles personal information responsibly.

Personal information collected during enquiries and bookings is used solely for purposes directly related to organising your travel arrangements, communicating with suppliers, fulfilling legal obligations, improving customer service, and complying with applicable data protection laws.

We do not sell or unlawfully disclose personal information to third parties.

For additional information, please refer to our dedicated Privacy Policy.

Governing Law

These Terms and Conditions shall be governed and interpreted in accordance with the laws of the Republic of Uganda.

Any dispute arising from these Terms and Conditions or from services provided by Book Gorilla Treks shall first be addressed through good-faith negotiation between the parties.

Where a resolution cannot be achieved amicably, disputes shall be submitted to the competent courts of Uganda, unless otherwise required by applicable law.

Amendments to These Terms and Conditions

Book Gorilla Treks reserves the right to update these Terms and Conditions from time to time in response to changes in legislation, operational practices, conservation regulations, or business requirements.

The version published on our official website at the time of booking shall apply unless otherwise agreed in writing.

Contact Book Gorilla Treks

If you have any questions regarding these Terms and Conditions, our booking procedures, payment policies, or your upcoming safari, our reservations team will be pleased to assist you.

We encourage every traveller to contact us before confirming a booking if clarification is required.

Transparent communication forms the foundation of every successful safari experience.

[!\[\]\(0df0bdc1e09cbc2587d9dd4511cb0c27_img.jpg\) Request Your Tailor-Made Safari Itinerary](#)

[!\[\]\(d538389f939343cdedbb759655cf0521_img.jpg\) Speak with Our Safari Specialists](#)

[!\[\]\(c2b822cc4b4175583c9e9f364bcce273_img.jpg\) Read Our Privacy Policy](#)

[!\[\]\(af26bfd2c3812732860041a1728b438b_img.jpg\) Book Your Uganda Adventure with Confidence](#)

At Book Gorilla Treks, we believe that every unforgettable safari begins with trust, transparency, and professionalism. These Terms and Conditions are designed to protect both our guests and our company while supporting responsible tourism, wildlife conservation, and exceptional travel experiences across Uganda, Rwanda, Kenya, Tanzania, and East Africa.

