

General Terms and Conditions

Registration for Kanaga Africa Tours tours implies implicit acceptance of the conditions of sale set out below:

1. Bookings

- 1.1. The booking request by the Client must be made by email at least 15 days before of the departure date of the tour in question;
- 1.2. Upon receipt of the booking request Kanaga Africa Tours reserves 7 days to confirm or not the availability of the services indicated in the programmes (Italian tour leader, hotels, means, ...) and to communicate any changes in the services and in the quotation to the customer;
- 1.3. Kanaga Africa Tours reserves the right, within the time frame indicated above, to adjust its quotations due to changes in exchange rates, diesel fuel and service providers.
- 1.4. Confirmation or modification of services will be in writing (email) and will be accompanied by invoice pro forma invoice and registration form;
- 1.5. Upon receipt of the confirmation or change of services from Kanaga Africa Tours, in order to finalise to complete the booking, the client must, within a maximum of 7 days of receipt, send the completed and signed registration form, copy of the passport, copy of any insurance, copy of the receipt of the bank transfer in accordance with "Payments";
- 1.6. Once the required documentation has been received and credited to the bank account, Kanaga Africa Tours will promptly notify the Customer of the receipt and the reservation of the services will be made;
- 1.7. Following booking, should one or more services be modified due to causes independent of Kanaga Africa Tours, the agency reserves the right to replace such services with other of the same level without any additional cost or reimbursement for the customer, giving timely communication to the same.

2. Payments

- 2.1. The Customer is obliged to make a bank transfer of 50% of the total amount of the services stated in the invoice according to the timetable indicated in "Reservations", to the following bank account:
Account holder : Kanaga Adventure Tours SARL Address: Hamdallaye ACI 2000 R266 P2088, Bamako MALI
Bank : Ecobank Mali Address: Place de la Nation, Bamako MALI
Iban : ML090 01001 121502396701 65 Swift : ECOCMMLBA Mode : OUR (Charges to be paid by the payer)
- 2.2. The balance must be paid, in the same way, no later than 30 days before the departure of the tour in question;
- 2.3. In the case of undated bookings (less than 30 days before departure), the customer shall pay to Kanaga Africa Tours the total amount on the invoice in one lump sum, at least 15 days before departure by bank transfer or money transfer;
- 2.4. In case of last minute bookings (less than 15 days before departure), the customer must pay to Kanaga Africa Tours the total amount on the invoice in one lump sum, at least 7 days before departure via instant money transfer (Western Union, Money Gram, Wari);
- 2.5. Payment, even partial payment, in cash on arrival is not foreseen under any circumstances;
- 2.6. Bank transfers, as well as money transfers, must be made by the Customer specifying the option OUR (charges to be borne entirely by the originator);
- 2.7. In the event of receipt of less than the amount due on the invoice, due to the non-selection of the OUR option (charges to be borne entirely by the originator) at the time of transfer, the Customer is obliged to pay the amount due to Kanaga Africa Tours by bank transfer at least 30 days before departure;

2.8. Once the payment has been made, both the deposit and the balance, the Customer is obliged to send a copy of the transaction receipt to Kanaga Africa Tours in a timely manner;

2.9. Failure to comply with the above payment terms will result in the cancellation of the booking by Kanaga Africa Tours, without any refund of the amount already paid by the Customer.

3. Insurance

3.1. As cancellation/health/covid/baggage insurance is not included in the Kanaga Africa Tours packages, the customer is obliged to independently take out an insurance policy that covers him/her for all the risks mentioned and to forward a copy to Kanaga Africa Tours at the time of booking or at the latest 15 days prior to the scheduled departure;

3.2. If the Customer does not wish to take out an insurance policy, he/she will automatically release Kanaga Africa Tours from any liability regarding the risks mentioned;

3.3. Should the customer need to visit a medical facility during the trip, Kanaga Africa Tours can provide assistance to the customer, who will be required to pay for the extra services offered (vehicle rental, staff assistance, ...) in cash on the spot (only Euros or West African CFA francs are accepted) to the person responsible. West African CFA francs) to the person in charge of the trip (tour leader or guide). Upon return, an invoice will be sent to the customer in case the latter has taken out insurance;

3.4. Should the customer during the trip need to have one or more pieces of luggage delivered to the airport late, Kanaga Africa Tours can provide assistance to the customer, who will be required to pay for the extra services offered (vehicle rental, staff assistance, ...) in cash on the spot (only Euros or West African CFA Francs are accepted) to the person in charge of the trip (accompanying person or guide). Upon return, an invoice will be sent to the customer in the event that the latter has taken out insurance;

3.5. If the Client, due to airline delays or cancellations, does not arrive at the destination airport at the agreed time or day, Kanaga Africa Tours may provide assistance to the client to rejoin the group or programme. rejoin the group or the planned programme, and he/she will be required to pay for the extra services offered (vehicle hire, staff assistance, ...) in cash on the spot (only Euros or CFA Francs of West Africa are accepted). West African CFA francs) to the person in charge of the trip (tour leader or guide). Upon return, an invoice will be sent to the customer in case the latter has taken out insurance.

4. Cancellations

4.1. In the event of cancellation of the trip by the Customer for any reason whatsoever, Kanaga Africa Tours does not provide any form of refund of the amount already paid by the Customer;

4.2. In the event of cancellation by Kanaga Africa Tours, caused exclusively by the impossibility of carrying out the trip (security, natural disasters, closure of the country of destination due to COVID, imposition of indiscriminate compulsory quarantine in the country of destination, ...), the agency guarantees only the refund of what has already been paid to it excluding any registration fee, expenses already incurred for the booking of services on site (upon presentation of the payment receipts) and the costs for the bank transfer for the refund. As an alternative to the reimbursement, Kanaga Africa Tours may propose to the Customer an alternative tour in another destination or issue a travel voucher for the total amount already paid to be used within 1 year from the date of issue of the same on all confirmed group tours or tailor-made individual tours tailor-made individual tours proposed by Kanaga Africa Tours;

- 4.3. Whereas Kanaga Africa Tours does not in any way wish to endanger the safety of its clients, its staff and its vehicles; whereas it does not in any way intend to violate the legislation of the country in which it operates by fully complying with its decrees and prohibitions; whereas it has accurate and up-to-date information on the terrain and on the evolution of the situations; the agency is not obliged to cancel a tour if ministerial sites (such as www.viaggiasesicuri.it or www.diplomatie.gouv.fr/fr/conseilsaux-voyageurs) advise its compatriots not to travel to the country in question, nor if it or part of it is placed in the 'red zone';
- 4.4. Failure of the Client to arrive at the agreed meeting place (airport, hotel, ...) at the start of the tour for any reason whatsoever shall not entitle him/her to a refund;
- 4.5. Interruption of the tour by the customer for any reason whatsoever does not result in any refund for unused services;
- 4.6. Non-use by the customer of services included in the programme does not give rise to any refund for unused services;
- 4.7. The request for modification of any of the services agreed upon in the programme by the client is not envisaged during the course of the trip, except with the prior authorisation of the Administrator of Kanaga Africa Tours and delivery of a written and signed document to our guide/tour leader on site where the agency is released from any responsibility; in any case the change does not involve any reimbursement for services not used;
- 4.8. Failure to comply with the payment terms stated in "Payments" results in the cancellation of the trip by Kanaga Africa Tours, without any refund to the Customer of the amount already paid;
- 4.9. Kanaga Africa Tours is only responsible for the ground services included in the program and for the proper execution of the program; in no case can the agency be held responsible if third parties are the cause of delays and/or changes to the agreed program (non granting of visas by the authorities, personal documentation - passport, vaccination booklet, PCR test, ... - that does not comply with the regulations in force in the country visited, flight delays, delays in entry and customs formalities, checkpoints, military controls, ...); in any case, such delays and/or changes to the programme do not entail any reimbursement for unused services.