



## Booking Policy – Frá Ís til Safari ehf

### 1. Booking & Confirmation

To reserve your seat, a confirmation fee of **162,500 ISK** is required. Your booking is confirmed once the confirmation fee is received.

Remaining payments can be made in monthly instalments until the final due date. All payments must be completed at least **45 days before travel**. Failure to complete payments by the deadline will result in automatic cancellation of your booking.

### 2. Payment Schedule

- **Confirmation Fee:** 162,500 ISK
- **Remaining Balance:** Paid in instalments as agreed, due 45 days before departure
- **Payment Methods:** Bank transfer, credit/debit card, or other methods as agreed

### 3. Cancellations by the Customer

- More than 90 days before travel: 50% refund of payments made (confirmation fee is non-refundable)

- 60–90 days before travel: 25% refund of payments made
- Less than 60 days: No refund
- No-show or late arrival: No refund

Payments are used to secure bookings in Kenya that cannot be refunded to the company.

## 4. Cancellations by Frá Ís til Safari

In rare cases, the company may need to cancel the trip due to low group numbers, natural disasters, safety risks, political unrest, or supplier issues. In such cases, you will receive a full refund of all payments made or the option to join another trip.

## 5. Package Inclusions & Exclusions

### Inclusions

- International flights
- Accommodation during the full itinerary
- All meals listed in the itinerary
- Internal Kenya flights
- Airport pickups & transfers
- Safari game drives with licensed guides
- Entrance fees to national parks
- Cultural visits (giraffe centre, elephant orphanage, children's home, Nanyuki)
- A local guide from Frá Ís til Safari throughout the trip
- Group transport within Kenya
- Anything else listed as included in the tour package

### Exclusions

- eTA / visa application
- Travel insurance
- Personal expenses (shopping, optional activities)

- Vaccinations
- Tips and gratuities
- Anything else listed as excluded in the tour package

## 6. Travel Insurance

**All travelers are required to obtain comprehensive personal travel insurance before departure.**

Your insurance policy must cover at minimum:

- Medical expenses and hospitalization abroad
- Emergency medical evacuation and repatriation
- Trip cancellation and interruption
- Flight cancellations or airline schedule changes
- Travel delays
- Lost or delayed luggage

Frá Ís til Safari ehf does not provide medical coverage and is not responsible for any medical costs incurred during the trip. Any hospital treatment, evacuation, or related expenses must be covered directly by the traveler's insurance provider.

If a traveler cancels their flight, misses their flight, or needs to change travel dates for any reason (including personal reasons, illness, airline changes, or force majeure), airline tickets are non-refundable and non-transferable once issued. Any new ticket purchase, rebooking fee, or fare difference must be paid entirely by the traveler. The company cannot refund or credit flight costs in such cases.

We strongly recommend purchasing travel insurance at the time of booking to ensure full protection from the moment your confirmation fee is paid.

**Failure to obtain adequate insurance is done at the traveler's own risk.**

## 7. Travel Documents

- Valid passport (minimum 6 months validity)
- Digital or printed copy of your eTA document
- Vaccination requirements

- Correct personal information

Travelers denied boarding due to missing or incorrect documents are not eligible for a refund.

## 8. Health, Safety & Behavior

All travelers must follow guide instructions during the trip. Frá Ís til Safari reserves the right to remove travelers who endanger the group, break laws, or disrespect local culture. No refund will be issued in such cases.