

Terms and Conditions

Boundless Ethiopia Tours PLC is an Ethiopian Private Limited Company based in Addis Ababa and governed by the laws of Ethiopia.

1. Booking

- 1.1 Bookings will be effective after confirmation by Boundless Ethiopia Tours PLC.
- 1.2 Before confirmation of the booking by Boundless Ethiopia Tours PLC the client has to agree with the offered itinerary, the total tour price and the Terms and Conditions as provided.

2. Payment

- 2.1 At the time of confirmation a 30% deposit of the total confirmed tour price is required.
- 2.2 The remaining 70% of the total confirmed tour price is payable before or upon arrival, prior to commencement of the confirmed tour.
- 2.3 If complete payment has not been made as per above Boundless Ethiopia Tours PLC is not obliged to conduct the tour.

3. Price adjustment

- 3.1 Boundless Ethiopia Tours PLC reserves the right to adjust the total confirmed tour price in case of any unforeseen price increment after conformation of the booking up to 49 days before the start of the tour. The client has the right to reject this increment in which case Boundless Ethiopia Tours PLC will cancel the confirmed booking and in such an event only agrees to refund all monies already paid and received from the client.

4. Cancellation

- 4.1 Any cancellation of a confirmed booking must be done in writing. Cancellations are subject to the following charges:

- 49 days or more prior to departure: a handling fee of 75 USD.
- 29 days to 48 days prior to departure: 20% of the total confirmed tour price
- 8 days to 28 days prior to departure: 50% of the total confirmed tour price
- 7 days or less prior to departure: 100% of the total confirmed tour price

- 4.2 Special cancellation fees may apply for third party bookings

- 4.3 Boundless Ethiopia Tours PLC reserves the right to cancel the tour without prior notification in case of circumstances beyond its control and in such an event only agrees to refund all monies already paid and received from the client.

5. Changes and Alterations

- 5.1 Boundless Ethiopia Tours PLC shall be entitled to, and may in its sole and absolute discretion, vary or cancel any itinerary or arrangement in relation to the tour due to any circumstances (including, but not limited to, war or threat of war, sabotage, civil disturbance, quarantine, government intervention, weather conditions or other unexpected occurrences) beyond the reasonable control of Boundless Ethiopia Tours PLC.

- 5.2 In the unlikely event of a vehicle breakdown that is beyond the control of Boundless Ethiopia Tours PLC and beyond immediate repair, Boundless Ethiopia Tours PLC will arrange alternative means of transport in the fastest possible time. Boundless Ethiopia Tours PLC reserves the right to alter the itinerary accordingly in order to make up any time lost due to any unforeseen circumstances.

- 5.3 No refunds are given for circumstances arising beyond Boundless Ethiopia Tours PLC control.

- 5.4 Changes and alterations requested by client(s) are, within reason, handled free of charge by Boundless Ethiopia Tours PLC. Any additional cost by third party bookings arising from these changes or alterations are payable by the client.

6. Liability

- 6.1 The client fully understands the risk inherent in travel to a developing country and undertakes the tour at his/her own risk. The client is medically fit, in good physical and mental health and is able to embark on the tour. The client agrees and concedes that Boundless Ethiopia Tours PLC, its representatives and employees shall not be responsible for loss or damage to possessions, or injury or illness to the client or loss of life or consequential damages which might occur from any cause whatsoever.

- 6.2 Boundless Ethiopia Tours PLC only acts as an agent for its client in all matters relating the providers of accommodation, any means of transport and other third party supplier and all bookings will be subject to the Terms and Conditions of the third party supplier. Boundless Ethiopia Tours PLC cannot be held liable for injury, death, damage, loss, accident or delay that may be caused by the third party supplier.

- 6.3 Boundless Ethiopia Tours PLC liability to passengers carried in its own vehicles is governed by the laws of Ethiopia and all claims are subject to the jurisdiction of the court of Ethiopia in which the cause of action arises.

- 6.4 Boundless Ethiopia Tours PLC reserves the right to employ subcontractors to carry out any or all parts of the services agreed to be supplied and in any event of the exercise of such right the terms of clause 6.3 relating to Boundless Ethiopia Tours PLC liability shall apply.

- 6.5 The carriage and storage of all baggage and personal effects are at all times the client's risk and Boundless Ethiopia Tours PLC will not accept any liability for any loss or damage of baggage or personal effects.

7. Insurance

- 7.1 All insurance is solely the responsibility of the client. Before a client commences a tour, he/she should arrange his/her own insurance with protection for the full duration of the travel, to cover personal injury, medical expenses, repatriation expenses and loss or damage of luggage. If a client falls ill, all hospital expenses, medical expenses, doctor's fees, repatriation costs, etc. are the client's responsibility and Boundless Ethiopia Tours PLC shall not be liable for any refund of the confirmed tour rate whatsoever. Insurance to cover cancellation of the confirmed tour is strongly recommended.

**8. Boundless Ethiopia Tours PLC Responsibility and Rights**

8.1 Boundless Ethiopia Tours will make every possible effort to operate a tour according to confirmed itinerary and the confirmed total tour rate and will try to substitute any amendment with the same or better quality if possible.

8.2 The information confirmed by Boundless Ethiopia Tours PLC is given in good faith and is based on the latest information available and serve as a guideline only. Boundless Ethiopia Tours PLC reserves the right to change the facilities or transport described without being liable for any compensation or refund.

9. Boundless Ethiopia Tours PLC Authority

9.1 Any decision made by the Boundless Ethiopia Tours PLC representative on the tour shall be deemed final on all matters.

9.2 Boundless Ethiopia Tours PLC shall not be responsible or liable for any client who commits an illegal or unlawful act, or the consequences of such an illegal act. The client may in such circumstances be excluded from the tour without a refund, at the sole discretion of the Boundless Ethiopia Tours PLC.

9.3 If Boundless Ethiopia Tours PLC considers a client unsuitable for a tour (due to mental or physical illness or implied danger to any other client or Boundless Ethiopia Tours PLC representative), before or during the tour, it may at its sole discretion decline to carry the client further without any refund whatsoever.

10. Client Responsibility and Rights

10.1 The onus is on the client concerned to fully acquaint themselves with the Terms and Conditions set herein and all matters such as visas, required documentation, payment schedules, cancellation policies and liability.

10.2 It is the client's sole responsibility to ensure that passport, visa, permits and immunizations required for the tour, are obtained well in advance and are in order for a visit to Ethiopia. Boundless Ethiopia Tours PLC cannot be held liable for any failure or additional cost on the part of a client to be in possession of the correct travel documentation.

10.3 In the unlikely event that the client has a complaint against Boundless Ethiopia Tours PLC, the company must be informed immediately, in order that an opportunity is afforded to investigate the situation and provide redress.

11 Disputes

11.1 Any dispute arising out of this Terms and Conditions is subject to the laws of Ethiopia