

GUEST SERVICE AGREEMENT: RETAIL GENERAL TERMS & CONDITIONS

Document Ref: SSR-RET-2026-V1

Status: Confidential Guest Document

1.0 WELCOME TO THE WORLD OF SHALOM

1.1 The Luxury Promise: This Agreement governs the relationship between **Shalom Safaris Rwanda Ltd** (hereinafter "The Company," "We," or "Us") and the individual traveler(s) named in the booking (hereinafter "The Guest" or "You").

1.2 By embarking on a curated journey with Shalom Safaris Rwanda, you acknowledge that you are seeking an elite, transformative experience that requires adherence to specific luxury standards, conservation protocols, and legal frameworks.

2.0 DEFINITIONS AND SCOPE

2.1 "The Journey" refers to the bespoke itinerary, accommodations, and guided services provided.

2.2 "Permits" refers to the non-refundable government-issued licenses for Mountain Gorilla, Chimpanzee, or Golden Monkey trekking.

2.3 "Suppliers" refers to independent third-party entities including, but not limited to, ultra-luxury lodges, helicopter operators, and regional airlines.

3.0 THE BOOKING ARCHITECTURE

3.1 Bespoke Consultations: Every Shalom Safari is custom-designed. A booking is considered "Confirmed" only when the Guest has approved the final itinerary and The Company has received the initial Commitment Deposit.

3.2 Accuracy of Information: The Guest warrants that all information provided (Passport details, medical history, dietary requirements) is 100% accurate. The Company is not liable for errors in permits or flight manifests resulting from inaccurate Guest data.

4.0 FISCAL POLICIES AND PAYMENTS

4.1 Pricing Currency: All rates are quoted and payable in **United States Dollars (USD)**.

4.2 The Commitment Deposit: To secure space at Rwanda's most exclusive lodges, a **non-refundable deposit of 30%** of the total land arrangement is required at the time of booking.

4.3 Permit Full-Payment: 100% of the cost for Gorilla, Chimpanzee, and Golden Monkey permits must be paid immediately upon booking. These permits are purchased directly from the Rwanda Development Board (RDB) and are **non-refundable and non-transferable** under any circumstances.

4.4 Final Settlement: The remaining balance (70%) must be settled no later than **45 days prior** to the date of arrival. If the balance is not received by this deadline, The Company reserves the right to treat the booking as cancelled.

5.0 CANCELLATIONS, REFUNDS, AND NO-SHOWS

5.1 All cancellation requests must be made in writing by the lead Guest.

5.2 Luxury Penalty Scale:

- **46+ Days:** Loss of 30% deposit and full permit costs.
- **45–31 Days:** 60% of the total tour price is forfeited.
- **30–16 Days:** 75% of the total tour price is forfeited.
- **15 Days or Less:** 100% of the total tour price is forfeited.

5.3 Unused Services: No refund or credit will be granted for unused portions of the itinerary, including missed flights, unused accommodation, or cancelled activities due to personal choice or late arrival.

6.0 FORCE MAJEURE AND POSTPONEMENT

6.1 Force Majeure includes, but is not limited to, Acts of God, war, civil unrest, government-mandated lockdowns, pandemics, or natural disasters.

6.2 Postponement Policy: In the event of a Force Majeure event, Shalom Safaris Rwanda will facilitate a one-time postponement of the journey for up to 24 months.

6.3 Guests are responsible for any price increases resulting from seasonal shifts or supplier rate hikes at the time of the new travel dates.

7.0 LUGGAGE, AVIATION, AND HELICOPTER TRANSFERS

7.1 Weight Constraints: To ensure safety in Rwanda's high-altitude terrain, luggage on light aircraft and helicopters is strictly limited to **15kg (33lbs)** per person.

7.2 Soft-Sided Bags Only: For operational reasons, hard-shell suitcases (with rigid frames or wheels) are prohibited on bush flights. Only soft-sided duffel-style bags can be accommodated in aircraft cargo pods.

7.3 Excess Luggage Solutions: Guests arriving with excess luggage may arrange for a private ground transfer of their bags at an additional cost.

8.0 HEALTH, PHYSICAL FITNESS, AND MEDICAL DISCLOSURE

8.1 Trekking Requirements: Gorilla and Chimpanzee trekking can be physically grueling, involving steep terrain and high altitudes. The Guest warrants that they are in sufficient physical condition to undertake these activities.

8.2 Communicable Diseases: To protect the mountain gorillas (who share 98% of human DNA), guests with any sign of infectious illness (cough, cold, flu, etc.) may be prohibited from trekking by park authorities.

8.3 Medical Costs: The Company is not liable for medical costs incurred during the trip. Comprehensive travel insurance is **mandatory**.

9.0 COMPREHENSIVE TRAVEL INSURANCE

9.1 It is a non-negotiable condition of booking that all Guests possess international travel insurance.

9.2 This policy must include, at a minimum, coverage for:

- Hospitalization and Repatriation.
- Trip Cancellation and Curtailment.
- Loss of Personal Effects.

9.3 Emergency Evacuation Insurance (EMES) is always included in our packages unless stated otherwise

10.0 WILDLIFE ETHICS AND THE "SHALOM STANDARD"

10.1 The 8-Meter Rule: Guests must maintain a minimum distance of 8 meters from primates at all times.

10.2 Conservation First: The Company reserves the right to terminate the tour of any Guest who violates park rules, harasses wildlife, or fails to follow the safety instructions of the Professional Guide or Park Rangers.

11.0 PRIVACY AND DATA PROTECTION (GDPR COMPLIANCE)

11.1 Data Stewardship: Shalom Safaris Rwanda is committed to protecting your privacy in accordance with Rwanda's Data Protection Laws and International GDPR standards.

11.2 Sensitive Data: We collect "Sensitive Data" (e.g., medical conditions, passport copies) solely for the mechanical necessity of securing permits and ensuring your safety.

11.3 Retention: Your data is stored securely and is only shared with essential Suppliers (Lodges, Aviation, RDB). We never sell your data to third-party marketing firms.

12.0 PHOTOGRAPHY AND MEDIA CONSENT

12.1 During your journey, The Company or its agents may take photographs or videos for promotional use.

12.2 By signing this agreement, you grant Us a perpetual, royalty-free license to use these images. Guests who wish to remain anonymous must notify Us in writing prior to arrival.

13.0 LIMITATION OF LIABILITY AND INDEMNITY

13.1 Independent Contractors: The Company acts as an agent for independent lodges and transporters. We are not liable for any injury, loss, death, or delay caused by the negligence or service failure of these third parties.

13.2 Guest Indemnity: You agree to indemnify Shalom Safaris Rwanda against all claims, losses, or expenses arising from your failure to comply with safety protocols, local laws, or the terms of this Agreement.

14.0 DISPUTE RESOLUTION AND GOVERNING LAW

14.1 This Agreement is governed by the laws of the **Republic of Rwanda**.

14.2 Arbitration: Any dispute shall first be settled via amicable mediation. Should mediation fail, the dispute shall be resolved through binding arbitration at the **Kigali International Arbitration Centre (KIAC)**.

ANNEXURE A: MINIMUM AGE REQUIREMENTS

- **Gorilla Trekking:** 15 Years
- **Chimpanzee Trekking:** 15 Years
- **Golden Monkey Trekking:** 12 Years
- **Canopy Walk (Nyungwe):** 6 Years
- **Volcano Climbing (Hikes):** 15 Years
- **Boat Safaris:** 5 Years (with parental supervision)