RUKU SAFARIS AND ADVENTURES LIMITED

Uganda • Rwanda • Kenya

BOOKING TERMS & CONDITIONS

Effective Date: August 2026

These Booking Terms and Conditions ("Terms") govern all safari packages, tours, excursions, gorilla and chimpanzee trekking experiences, wildlife safaris, cultural tours, hiking experiences, accommodation arrangements, transportation and other travel services arranged or supplied by Ruku Safaris and Adventures Limited ("Ruku Safaris", "we", "us" or "our").

By requesting a quotation, making a booking, paying a deposit or participating in a safari arranged by Ruku Safaris, the person making the booking ("the Client", "you" or "your") confirms that they have read, understood and accepted these Terms on behalf of themselves and all persons included in the booking.

These Terms should be read together with the Client's quotation, invoice, itinerary and booking confirmation. Where a specific written condition in the quotation or invoice differs from these general Terms, the specific condition shall apply to that booking.

Email: derrickakolgye@gmail.com

Call/WhatsApp: +256772235393

TABLE OF CONTENTS

TABLE OF CONTENTS 2
1. DEFINITIONS 4
2. BOOKING AND ACCEPTANCE 4
3. QUOTATIONS AND PRICES 5
4. DEPOSIT AND PAYMENT 5
5. PAYMENT METHODS AND BANK CHARGES 6
6. GORILLA AND CHIMPANZEE PERMITS 7
7. CANCELLATION BY THE CLIENT 7
8. NO-SHOWS, LATE ARRIVALS AND UNUSED SERVICES 8
9. CHANGES REQUESTED BY THE CLIENT 8
10. POSTPONEMENT AND REBOOKING 9
11. CANCELLATION OR MODIFICATION BY RUKU SAFARIS 9
12. FORCE MAJEURE 10
13. SAFARI ITINERARIES AND WILDLIFE 11
14. ACCOMMODATION 11
15. TRANSPORT AND SAFARI VEHICLES 11
16. DRIVER-GUIDES AND SAFARI LEADERS 12
17. NATIONAL PARKS AND CONSERVATION RULES 12
18. TRAVEL DOCUMENTS AND VISAS 12
19. TRAVEL INSURANCE 13
20. HEALTH, FITNESS AND MEDICAL DISCLOSURE 13
21. CHILDREN 14
22. PERSONAL BELONGINGS AND VALUABLES 14
23. DIETARY REQUIREMENTS AND SPECIAL REQUESTS 14
24. TIPS AND GRATUITIES 15
25. PERSONAL AND OPTIONAL EXPENSES 15
26. GROUP SAFARIS 15
27. PRIVATE SAFARIS 15
28. THIRD-PARTY SUPPLIERS 15
29. CLIENT CONDUCT 16
30. COMPLAINTS AND SERVICE ISSUES 16
31. LIABILITY 17
32. ASSUMPTION OF SAFARI RISKS 17
33. PHOTOGRAPHY, VIDEO AND MEDIA 18
34. PRIVACY AND PERSONAL INFORMATION 18
35. SAFARI DOCUMENTS AND COMMUNICATION 18
36. CURRENCY AND EXCHANGE-RATE FLUCTUATIONS 18

37. GOVERNMENT FEES AND REGULATORY CHANGES 19
38. FORCE MAJEURE AND REFUNDS 19
39. DISPUTE RESOLUTION 19
40. GOVERNING LAW 19
41. AMENDMENTS TO THESE TERMS 19
42. ACCEPTANCE OF TERMS 20
43. IMPORTANT PRE-BOOKING NOTICE 20

1. DEFINITIONS

For purposes of these Terms:

"Client" means the person making the booking and all travelers named on the booking.

"Booking" means a confirmed arrangement for travel services supplied or arranged by Ruku Safaris.

"Deposit" means the advance payment required to secure a booking.

"Safari" means any tour, safari, trekking experience, excursion or travel arrangement organized by Ruku Safaris.

"Supplier" means any hotel, lodge, airline, transport company, activity provider, wildlife authority, boat operator or other third party providing services forming part of the booking.

"Permit" means any gorilla, chimpanzee, wildlife, park, trekking or other permit issued by a competent authority.

"Travel Date" means the date on which the Client's booked services commence.

2. BOOKING AND ACCEPTANCE

2.1 Making a Booking

Bookings may be made by email, telephone, WhatsApp, through the Ruku Safaris website, through an authorized travel agent or through another official communication channel.

A booking request is not a confirmed reservation until:

1. The required deposit or other specified payment has been received;
2. The required services have been confirmed as available; and
3. Ruku Safaris has issued written booking confirmation.

A quotation or proposed itinerary is not, by itself, a guaranteed reservation.

2.2 Lead Traveler

The person making the booking must be at least 18 years of age and accepts responsibility for:

- Providing accurate information for all travelers
- Making payments on behalf of the group
- Ensuring that all travelers receive and understand these Terms
- Communicating any amendments or cancellations affecting the booking

2.3 Accuracy of Information

The Client must provide accurate information, including:

- Full names as shown on passports
- Nationality
- Passport numbers where required
- Dates of birth where required
- Travel dates

- Number of travelers
- Dietary requirements
- Medical or mobility considerations
- Accommodation preferences
- Special requests

Ruku Safaris shall not be responsible for costs, missed services or losses arising from inaccurate, incomplete or late information supplied by the Client.

3. QUOTATIONS AND PRICES

3.1 Quotation Validity

Unless otherwise stated, quotations are valid only for the period specified on the quotation.

Prices are subject to availability and may change before confirmation due to changes in:

- Accommodation rates
- Park and conservation fees
- Gorilla or chimpanzee permit fees
- Government taxes
- Fuel prices
- Exchange rates
- Domestic flights
- Supplier rates
- Other unavoidable operational costs

A price becomes fixed only when the booking has been confirmed in writing, subject to the provisions of these Terms.

3.2 Basis of Pricing

Safari prices may be quoted:

- Per person sharing
- Per person on single occupancy
- Per group
- Per vehicle
- According to the specific itinerary

The applicable basis will be stated in the quotation or invoice.

3.3 Single Supplement

Where accommodation is based on sharing and a Client requests a private room, a single supplement may apply.

The applicable supplement will be communicated before confirmation.

4. DEPOSIT AND PAYMENT

4.1 Standard Deposit

A 30% deposit of the total safari cost is normally required to secure a booking, unless a different amount is stated on the quotation or invoice.

The deposit may be higher where suppliers require larger advance payments.

4.2 Permits and Other High-Value Services

For safaris involving gorilla trekking, chimpanzee tracking, domestic flights, special accommodation or other services requiring advance payment, Ruku Safaris may require the applicable cost to be paid in full before the service can be secured.

The Client will be informed of such requirements before payment.

4.3 Final Balance

Unless otherwise stated on the booking confirmation, the outstanding balance shall be payable at least 45 days before the safari commencement date.

For certain bookings, Ruku Safaris may require final payment earlier because of supplier or permit deadlines.

4.4 Last-Minute Bookings

For bookings made 45 days or less before departure, full payment may be required immediately to secure the booking.

4.5 Failure to Pay

If the Client fails to make a required payment by the stated deadline, Ruku Safaris may:

- Release provisional reservations
- Cancel the booking
- Apply the applicable cancellation charges
- Pass on supplier penalties
- Require the Client to pay any additional costs necessary to reinstate the booking

5. PAYMENT METHODS AND BANK CHARGES

Payments may be made through payment methods approved and communicated by Ruku Safaris, including:

- Bank transfer
- Credit/debit card where available
- Approved online payment platforms
- Cash where expressly agreed

The Client is responsible for bank charges, currency conversion charges, card processing fees and other transaction costs unless otherwise agreed in writing.

A payment is considered received only when cleared funds are available to Ruku Safaris.

Clients should use only official payment instructions supplied by Ruku Safaris.

Ruku Safaris will not be responsible for payments sent to unauthorized individuals, fraudulent accounts or unofficial payment channels.

6. GORILLA AND CHIMPANZEE PERMITS

Gorilla and chimpanzee trekking permits are controlled by the relevant wildlife authorities and are subject to availability and applicable government regulations.

6.1 Securing a Permit

A permit is not guaranteed until the relevant authority has confirmed the reservation and the required payment has been received.

Ruku Safaris may require:

- Full names as shown on passports
- Nationality
- Passport number
- Other information required by the relevant authority

6.2 Permit Cancellation and Refunds

Cancellation, refund and rescheduling of Uganda gorilla and chimpanzee permits shall be subject to the current rules and policies of the Uganda Wildlife Authority (UWA).

Where a permit is issued by another authority, such as the relevant authority in Rwanda, that authority's applicable rules shall apply.

Ruku Safaris cannot guarantee a refund where the relevant authority does not authorize one.

Any refund received by Ruku Safaris from a wildlife authority will be passed to the Client after deduction of applicable bank charges, taxes, administrative charges or other unrecoverable costs.

6.3 Permit Date Changes

Requests to change a trekking date are subject to:

- Permit availability
- Applicable wildlife authority regulations
- Rescheduling fees
- Availability of accommodation and transport
- Any resulting difference in safari costs

A change of permit date is not automatically guaranteed.

7. CANCELLATION BY THE CLIENT

Cancellation must be submitted in writing by email or another official Ruku Safaris communication channel.

The cancellation becomes effective on the date Ruku Safaris receives the written cancellation request.

Unless the booking confirmation states different supplier-specific conditions, the following cancellation schedule applies to the safari land arrangements:

Notice Before Departure	Cancellation Charge
60 days or more	**20% of total safari cost**

Notice Before Departure	Cancellation Charge
59 – 45 days	**30% of total safari cost**
44 – 31 days	**50% of total safari cost**
30 – 15 days	**75% of total safari cost**
14 – 0 days	**100% of total safari cost**
No-show	**100% of total safari cost**

The above charges are subject to any non-refundable amounts already committed to suppliers.

7.1 Non-Refundable or Restricted Services

Regardless of the cancellation period, the Client may be responsible for amounts that Ruku Safaris cannot recover from suppliers, including where applicable:

- Gorilla permits
- Chimpanzee permits
- Domestic or regional flights
- Peak-season accommodation
- Special events
- Park or conservation fees
- Advance activity fees
- Visa fees
- Other non-refundable supplier charges

Where the supplier permits a refund, Ruku Safaris will make reasonable efforts to recover the amount on behalf of the Client.

8. NO-SHOWS, LATE ARRIVALS AND UNUSED SERVICES

No refund will normally be provided for:

- No-shows
- Late arrival
- Early departure
- Missed activities
- Unused accommodation
- Unused transport
- Voluntary withdrawal from a safari
- Services the Client chooses not to use after the safari has commenced

Where possible, Ruku Safaris may assist with alternative arrangements at the Client's additional cost.

9. CHANGES REQUESTED BY THE CLIENT

After confirmation, the Client may request changes to:

- Travel dates
- Number of travelers
- Accommodation
- Safari duration
- Activities
- Vehicle type
- Room arrangements
- Other itinerary components

Ruku Safaris will make reasonable efforts to accommodate such requests.

Changes may result in:

- Supplier amendment fees
- Cancellation charges
- Permit charges
- Fare differences
- Accommodation price differences
- Transport costs
- Administrative charges

No change is confirmed until it has been accepted in writing by Ruku Safaris.

10. POSTPONEMENT AND REBOOKING

A Client may request postponement of a safari.

Approval is subject to:

- Availability
- Supplier conditions
- Permit regulations
- Accommodation availability
- Seasonal rates
- The new travel dates

A postponement may be treated as a cancellation and rebooking where supplier terms require this.

Any additional costs resulting from the postponement shall be borne by the Client unless otherwise agreed.

11. CANCELLATION OR MODIFICATION BY RUKU SAFARIS

Ruku Safaris reserves the right to modify an itinerary where reasonably necessary for:

- Client safety
- Wildlife conservation

- Government directives
- Weather
- Road conditions
- Security
- Park regulations
- Accommodation availability
- Transport disruptions
- Flight changes
- Other operational reasons

Where a material change is necessary, Ruku Safaris will make reasonable efforts to provide an alternative arrangement of a comparable standard.

If the alternative arrangement costs more because of circumstances outside Ruku Safaris' control, the additional amount may be payable by the Client.

If the alternative arrangement costs less, Ruku Safaris will make an appropriate adjustment where reasonably applicable.

12. FORCE MAJEURE

Ruku Safaris shall not be liable for failure, interruption, delay or modification of services resulting from circumstances beyond its reasonable control.

These may include:

- Natural disasters
- Extreme weather
- Floods
- Earthquakes
- Epidemics or pandemics
- War
- Terrorism
- Civil unrest
- Government restrictions
- Border closures
- Strikes
- Road closures
- Wildlife-related incidents
- Security threats
- Airline or transport disruptions
- Closure of parks or tourist facilities
- Other events that could not reasonably have been prevented

Ruku Safaris will make reasonable efforts to assist affected Clients and minimize disruption.

13. SAFARI ITINERARIES AND WILDLIFE

Safari itineraries are planned carefully but should be regarded as proposed schedules rather than guarantees of exact timing or wildlife sightings.

Activities may be rearranged where necessary due to:

- Wildlife movements
- Weather
- Road conditions
- Park regulations
- Local conditions
- Accommodation availability
- Safety requirements
- Operational considerations

Wild animals live in natural habitats and therefore no specific wildlife sighting can be guaranteed.

14. ACCOMMODATION

Accommodation will be provided according to the category and property stated in the Client's itinerary or quotation.

Accommodation categories may include:

- Budget
- Mid-range
- Luxury
- Premium/luxury

Accommodation is subject to availability at the time of booking.

If the selected property becomes unavailable, Ruku Safaris may provide alternative accommodation of a similar or higher standard.

Where the alternative is of a lower standard, Ruku Safaris will consider an appropriate adjustment.

Any upgrade requested by the Client will be subject to availability and additional payment.

15. TRANSPORT AND SAFARI VEHICLES

Ruku Safaris will select vehicles appropriate to the destination, road conditions, group size and nature of the safari.

Travel times are estimates and may be affected by:

- Traffic
- Road conditions
- Weather
- Road construction

- Park regulations
- Wildlife
- Mechanical issues
- Other unforeseen circumstances

Clients must follow all reasonable safety instructions issued by their driver or guide.

16. DRIVER-GUIDES AND SAFARI LEADERS

Ruku Safaris' driver-guides and safari leaders are responsible for managing day-to-day safari logistics and safety within the scope of their duties.

For safety and operational reasons, the driver-guide may make reasonable decisions concerning:

- Routes
- Timing
- Driving conditions
- Wildlife encounters
- Rest stops
- Activity sequencing
- Changes required to protect Clients

Clients must cooperate with reasonable instructions.

17. NATIONAL PARKS AND CONSERVATION RULES

Clients must comply with all applicable rules of:

- Uganda Wildlife Authority
- Rwanda Development Board
- Kenya Wildlife Service
- Tanzania National Parks Authority
- Other relevant wildlife authorities
- Individual national parks and conservation areas

Clients must not:

- Feed wildlife
- Harass animals
- Leave designated routes without permission
- Litter
- Disturb wildlife
- Disobey guide instructions
- Engage in conduct that threatens people, wildlife or the environment

18. TRAVEL DOCUMENTS AND VISAS

The Client is solely responsible for obtaining all documents required for travel.

These may include:

- Valid passport
- Visa
- Yellow Fever vaccination certificate where applicable
- Travel insurance
- Entry permits
- Transit documents
- Other immigration or health documents

Ruku Safaris may provide general information but does not guarantee visa issuance or entry into any country.

A Client's failure to obtain required travel documents does not automatically create a right to a refund.

19. TRAVEL INSURANCE

Comprehensive travel insurance is strongly recommended and may be required for certain itineraries.

Insurance should ideally cover:

- Medical treatment
- Emergency evacuation
- Personal accident
- Trip cancellation
- Trip interruption
- Lost baggage
- Travel delays
- Personal belongings
- Other relevant travel risks

Clients are responsible for ensuring that their insurance adequately covers the activities included in their safari.

20. HEALTH, FITNESS AND MEDICAL DISCLOSURE

The Client is responsible for determining whether they are physically fit to participate in the selected activities.

Activities such as:

- Gorilla trekking
- Chimpanzee tracking
- Mountain hiking
- Nature walks
- Canoeing
- Rafting

- Other adventure activities

may involve significant physical exertion.

Clients should disclose relevant medical, mobility, dietary or accessibility requirements before confirmation.

Ruku Safaris may recommend medical consultation where appropriate.

21. CHILDREN

Children may participate in selected safari activities subject to the rules of the relevant wildlife authority, accommodation provider and activity operator.

Certain activities have minimum age requirements.

Parents or legal guardians remain responsible for children throughout the safari.

22. PERSONAL BELONGINGS AND VALUABLES

Clients are responsible for their personal belongings.

Ruku Safaris recommends that Clients:

- Keep passports and valuables secure
- Use hotel or lodge safes where available
- Avoid leaving valuables unattended
- Maintain appropriate travel insurance

Ruku Safaris shall not be liable for loss or damage to personal property except to the extent such liability cannot lawfully be excluded.

23. DIETARY REQUIREMENTS AND SPECIAL REQUESTS

Dietary requirements, allergies and special requests must be communicated before confirmation wherever possible.

Ruku Safaris will communicate such requirements to relevant suppliers but cannot guarantee that every supplier can accommodate every request.

Special requests, including:

- Honeymoon arrangements
- Birthday celebrations
- Specific rooms
- Private vehicles
- Special meals
- Additional activities
- Specific accommodation

are subject to availability and may involve additional charges.

24. TIPS AND GRATUITIES

Tips are not included unless specifically stated in the quotation.

Tipping is voluntary and should reflect the quality of service received.

Clients may tip guides, drivers, porters and lodge staff directly.

25. PERSONAL AND OPTIONAL EXPENSES

Unless expressly included in the itinerary, the Client is responsible for:

- International flights
- Visa fees
- Travel insurance
- Alcoholic beverages
- Laundry
- Souvenirs
- Telephone and internet charges
- Personal shopping
- Medical expenses
- Optional activities
- Additional accommodation
- Airport services
- Other personal expenses

26. GROUP SAFARIS

For group safaris, pricing is based on the number of travelers stated in the quotation.

If the number of participants changes before departure, Ruku Safaris may revise the price where necessary to reflect the new group size.

A reduction in group size may result in higher per-person costs because vehicle, guide and accommodation costs may need to be redistributed.

27. PRIVATE SAFARIS

A private safari provides exclusive use of the agreed safari vehicle for the booked group unless otherwise stated.

Private arrangements remain subject to the number of travelers and services stated in the booking confirmation.

Additional travelers may only be added with prior written approval.

28. THIRD-PARTY SUPPLIERS

Ruku Safaris works with independent suppliers including:

- Hotels
- Lodges
- Camps
- Airlines
- Boat operators
- Wildlife authorities
- Activity providers
- Restaurants
- Transport providers
- Other tourism service providers

These suppliers may have their own terms, cancellation policies and operational requirements.

Where applicable, those terms form part of the Client's booking conditions.

29. CLIENT CONDUCT

Clients are expected to behave responsibly and respectfully toward:

- Other travelers
- Ruku Safaris staff
- Local communities
- Wildlife
- Accommodation staff
- National park personnel
- The environment

Ruku Safaris may terminate a Client's participation where their conduct:

- Endangers themselves or others
- Seriously disrupts the safari
- Harms wildlife
- Causes serious damage to property
- Involves unlawful behavior
- Seriously affects the experience of other travelers

In such circumstances, the Client shall be responsible for all costs associated with leaving the safari.

No refund will normally be provided for services not used following termination for serious misconduct.

30. COMPLAINTS AND SERVICE ISSUES

Ruku Safaris is committed to resolving problems promptly.

If a Client experiences a problem during a safari, they should report it immediately to:

4. The driver-guide or safari leader; and/or
5. Ruku Safaris management.

This provides a reasonable opportunity for the problem to be investigated and resolved while the Client is still traveling.

If the matter remains unresolved, the Client should submit a written complaint within 30 days of completion of the safari.

Complaints submitted after this period may be considered at Ruku Safaris' discretion.

31. LIABILITY

Ruku Safaris will exercise reasonable care in arranging the services included in a confirmed booking.

However, Ruku Safaris is not responsible for losses, delays, injuries, cancellations or additional expenses caused by:

- Events beyond our reasonable control
- Independent third-party suppliers
- Government authorities
- Wildlife
- Weather
- Road conditions
- Flight disruptions
- Client misconduct
- Failure to follow safety instructions
- Failure by the Client to obtain appropriate insurance or travel documentation

Nothing in these Terms excludes or limits any liability that cannot legally be excluded or limited under applicable law.

32. ASSUMPTION OF SAFARI RISKS

The Client acknowledges that safari and adventure travel involve inherent risks, including but not limited to:

- Uneven terrain
- Remote locations
- Wildlife encounters
- Hiking and trekking
- Road travel
- Water activities
- Weather conditions
- Insects and other animals
- Limited access to medical facilities
- Other risks associated with travel in natural environments

By participating, the Client agrees to follow safety instructions and accepts the ordinary risks inherent in the activities undertaken, subject to applicable law.

33. PHOTOGRAPHY, VIDEO AND MEDIA

Ruku Safaris may photograph or record activities for operational purposes and, where appropriate, promotional purposes.

Where an identifiable Client is intended to be used prominently in promotional material, Ruku Safaris will seek appropriate consent where required.

Clients who do not wish to appear in promotional material may notify Ruku Safaris.

34. PRIVACY AND PERSONAL INFORMATION

Ruku Safaris may collect and process personal information necessary to:

- Process bookings
- Secure permits
- Arrange accommodation
- Arrange transportation
- Meet immigration or regulatory requirements
- Communicate with Clients
- Deliver contracted travel services

Personal information will be handled in accordance with applicable privacy and data-protection requirements.

35. SAFARI DOCUMENTS AND COMMUNICATION

The Client is responsible for reviewing all:

- Quotations
- Invoices
- Itineraries
- Booking confirmations
- Payment instructions
- Pre-departure information

Any discrepancy should be reported to Ruku Safaris promptly.

Failure to report an obvious error before departure may make it difficult to correct the issue.

36. CURRENCY AND EXCHANGE-RATE FLUCTUATIONS

Unless otherwise stated, prices quoted in USD are payable in USD.

Where payment is made in another currency, the Client shall bear any exchange-rate difference, bank charge or payment processing fee.

Ruku Safaris shall not be responsible for exchange-rate fluctuations occurring between the date of quotation and the date payment is received.

37. GOVERNMENT FEES AND REGULATORY CHANGES

If government authorities, wildlife authorities or other competent bodies introduce new taxes, levies, park fees, permit charges or mandatory fees after a quotation has been issued, Ruku Safaris reserves the right to pass such unavoidable increases to the Client.

Where practicable, the Client will be informed before the additional amount becomes payable.

38. FORCE MAJEURE AND REFUNDS

Where a safari is affected by force majeure, Ruku Safaris will make reasonable efforts to:

- Reorganize the itinerary
- Reschedule services
- Obtain supplier credits
- Obtain applicable refunds
- Provide alternative arrangements

Any refund will depend on the amounts actually recoverable from suppliers and authorities.

Ruku Safaris will not be required to refund amounts that it has already paid to third parties and cannot recover, except where required by applicable law or the supplier's refund policy.

39. DISPUTE RESOLUTION

Any dispute relating to a booking should first be addressed through good-faith communication between the Client and Ruku Safaris.

Where the matter cannot be resolved amicably, either party may seek appropriate legal or alternative dispute-resolution remedies available under Ugandan law.

40. GOVERNING LAW

These Terms and all bookings made with Ruku Safaris shall be governed by the laws of the Republic of Uganda.

Subject to applicable dispute-resolution procedures, the competent courts of Uganda shall have jurisdiction over disputes arising from or relating to a booking.

41. AMENDMENTS TO THESE TERMS

Ruku Safaris may update these Terms from time to time to reflect:

- Changes in Ugandan law
- Tourism regulations
- Wildlife authority requirements
- Supplier requirements

- Payment procedures
- Operational practices
- Changes in the services offered

The Terms applicable to a confirmed booking will normally be those accepted at the time of confirmation, except where changes are required by law, government authorities or mandatory supplier conditions.

42. ACCEPTANCE OF TERMS

By making a booking, paying a deposit, making full payment or participating in a safari arranged by Ruku Safaris, the Client confirms that:

6. They have read and understood these Booking Terms and Conditions;
7. They accept the applicable payment requirements;
8. They accept the applicable cancellation and refund conditions;
9. They understand that wildlife sightings cannot be guaranteed;
10. They understand the inherent risks associated with safari and adventure travel;
11. They will comply with applicable laws, park regulations and safety instructions;
12. They have provided accurate traveler information; and
13. They accept these Terms on behalf of all travelers included in their booking.

43. IMPORTANT PRE-BOOKING NOTICE

Before paying a deposit, Clients are encouraged to carefully review:

- The safari itinerary
- Accommodation category
- Inclusions and exclusions
- Payment schedule
- Cancellation conditions
- Permit requirements
- Travel-document requirements
- Travel-insurance requirements
- Any special conditions stated on the quotation or invoice

If anything is unclear, the Client should request clarification from Ruku Safaris before making payment.

RUKU SAFARIS AND ADVENTURES LIMITED

Uganda – The Pearl of Africa

Wildlife Safaris | Gorilla Trekking | Chimpanzee Tracking | Cultural Tours | Hiking | East Africa Safaris

Official Booking Channels

Please use the contact details and payment instructions published through the official Ruku Safaris communication channels.

Email: derrickakolgye@gmail.com

Call/WhatsApp: +256772235393