

## TERMS AND CONDITIONS

- You are responsible for the full cost of the tour booked for the total number of people regardless of whether every person shows. If you have cancellations, you must notify us at least 24 hours in advance of the tour to avoid the charges for no-shows and to allow us to schedule our guides accordingly.
- If you book a long tour but decide to do a short tour, you are still responsible for the full cost of the long tour.
- We accept payment in foreign currency (dollars, euros, or pounds) as well as Ugandan shillings, BUT the notes must not be written in, have any extraneous ink on them, and must not be torn or creased. The banks do not accept these, and for this reason, neither can we.
- You should arrive at the agreed-upon meeting spot at least 15 minutes prior to the start of the tour so as to allow the tour to begin punctually. We know that much of Uganda has a more laid back attitude in regards to time than many other countries, but at Kampala Walk Tours, WE DO NOT OPERATE ON "AFRICAN TIME". The tour guide is not obliged to wait for late arrivals, and will under no circumstances wait for more than 15 minutes after the scheduled start time before beginning the tour.
- You must confirm your tour via email, phone, or text/SMS the day prior, otherwise a guide will not be scheduled.
- If you wish to have pick-up and/or drop-off services before and/or after the tour, please let us know in advance, so we can arrange the appropriate transport.