

LEGAL

Health & Safety Policy

Last updated: August 2026

The safety of every guest, guide, and driver is treated as a non-negotiable part of how we operate — not an afterthought to the itinerary. This policy sets out the standards we hold ourselves to, in line with Uganda Tourism Board (UTB) requirements for licensed tour operators.

Before You Travel

- **Travel and medical insurance.** We require all guests to carry comprehensive travel insurance, including cover for emergency medical treatment and emergency evacuation/rescue, for the full duration of their trip.
- **Health and vaccination requirements.** We will advise you of any health or vaccination requirements for travel to Uganda ahead of your trip. You are responsible for meeting these before departure.
- **Medical conditions and mobility.** Please tell us in advance about any medical conditions, mobility considerations, or allergies that could affect your itinerary, so we can plan around them properly rather than discover them in the field.
- **Minimum age for primate trekking.** In line with UWA policy, gorilla and chimpanzee trekking has a strict minimum age of 15 years.

Vehicles & Road Safety

- All tour vehicles used on your itinerary are comprehensively insured through providers licensed by Uganda's Insurance Regulatory Authority.
- Vehicles are maintained in good mechanical condition and inspected regularly, with valid tourist vehicle licensing.
- Drivers are experienced, licensed, and familiar with the specific routes and road conditions of each park we operate in.

Accommodation & Dining

We work only with lodges and camps that are properly registered and meet recognized hygiene and safety standards for guest accommodation and food service, as set out in our own partner vetting standards.

In the Field — Guiding & Wildlife Safety

- All guiding is led by senior, certified guides trained in non-intrusive wildlife viewing — respectful distances, engines off at sightings, and animal welfare placed above the photo opportunity.
- Guests are required to follow the safety instructions of their guide and any national park rangers at all times, particularly around wildlife.
- As set out in our Terms & Conditions, safari activities take place in a natural environment involving wild animals and carry inherent risk that no operator can fully eliminate — our role is to minimize it through experienced guiding and strict protocol, not to promise it away.

24-Hour Emergency Support

Every guest travelling with us is given a direct emergency contact line, staffed and reachable 24 hours a day for the duration of their trip, in addition to their guide's own direct contact.

Accessibility

In line with Uganda's Persons with Disability Act (2006), we make reasonable provision for guests with disabilities and work to ensure our services are accessible. Please tell us about any accessibility needs when you enquire, so we can confirm what's realistic for your chosen itinerary and adapt where we can.

Incident Reporting

Any accident, injury, or safety incident during a trip is documented and reported through our internal procedures, with records maintained and available for review by the relevant authorities, including UTB, on request.

Our Own Insurance Coverage

Separately from the travel insurance we require of guests, ibara safaris maintains its own Public Liability Insurance and Employee Insurance, covering our operations and staff in the field.

Staff Training

Our guides, drivers, and ground staff are trained in health and safety practice, including emergency response, as part of onboarding and on an ongoing basis.

Questions About This Policy

If you have a specific health or safety question before booking, contact us at info@ibarasafaris.com — we'd rather answer it upfront than have you wonder.