

LEGAL

Terms & Conditions

Last updated: August 2026

These terms govern the private safaris and travel arrangements designed and booked through ibara safaris (“we,” “us,” “our”), a private safari planning company based in Kampala, Uganda. By submitting an enquiry, accepting a quotation, or travelling with us, you agree to these terms.

About ibara safaris

ibara safaris designs and arranges private, bespoke safaris across Uganda, working with a network of independent partner lodges, camps, guides, and drivers. Our registration with the Uganda Tourism Board is currently in progress.

Enquiries & Itineraries

- Every itinerary we propose is indicative until confirmed in writing and accompanied by a costed itinerary showing price, inclusions, exclusions, and any applicable taxes or compulsory charges.
- Prices are subject to change until a booking is confirmed in writing, due to factors including park fees, permit availability, and exchange rates.
- We will communicate any changes to your itinerary or pricing promptly and in writing.

Bookings & Payment

All prices are quoted in US Dollars (USD) unless stated otherwise. A booking is only considered confirmed once we have received a deposit of 30% of the total trip cost and issued written confirmation. The remaining balance is due 90 days before travel, unless otherwise agreed in writing. Accepted payment methods will be confirmed as part of your booking confirmation.

Cancellations & Changes

Cancellation charges, refund eligibility, and the process for requesting a change to a confirmed booking are set out in our Cancellation Policy, which forms part of these terms.

Travel Insurance & Your Health

- We strongly advise all clients to purchase comprehensive travel insurance, including cover for trip cancellation, medical treatment, and emergency evacuation, before travelling.
- You are responsible for ensuring your passport is valid for at least six months beyond your travel dates, obtaining any required visas, and meeting any health or vaccination requirements for travel to Uganda.

- Please inform us in advance of any medical conditions, mobility considerations, or dietary requirements that may affect your itinerary.

Third-Party Services & Suppliers

Accommodation, transport, park permits, activities, and guiding services are provided by independent third-party suppliers — lodges, camps, driver-guides, and park authorities — that we select carefully but do not own or directly control. Each supplier operates under its own terms and conditions, and we act as your agent in arranging these services on your behalf.

Assumption of Risk

Safari activities, including gorilla and chimpanzee trekking, game drives, and walking safaris, take place in a natural environment involving wild animals and carry inherent risk. You participate in all activities at your own risk and agree to follow the safety instructions of your guides and park rangers at all times.

Eligibility for Gorilla & Chimpanzee Trekking

The Uganda Wildlife Authority (UWA) sets a minimum age of 15 years for gorilla and chimpanzee trekking, and this is strictly enforced. Please let us know at the time of enquiry if your party includes anyone under this age, so we can advise on alternative primate and wildlife experiences suitable for younger travellers.

Wildlife Sightings Are Not Guaranteed

We design every itinerary to give you the best possible chance of memorable wildlife encounters, and gorilla trekking in Uganda has a high success rate. However, all wildlife is wild — sightings of specific animals, including on a paid gorilla or chimpanzee trekking permit, are never guaranteed by us, by your guides, or by the Uganda Wildlife Authority. No refund or compensation is owed on the basis that a particular animal was not seen.

Client Conduct

We reserve the right to remove any client from an activity or the remainder of a trip, without refund, where their conduct endangers themselves, other guests, guides, staff, or wildlife, or breaches the rules of a national park or protected area. We will always attempt to resolve concerns about conduct directly with you first.

Limitation of Liability

To the fullest extent permitted by law, ibara safaris is not liable for any injury, loss, damage, delay, or expense arising from circumstances beyond our reasonable control, or from the acts or omissions of independent third-party suppliers. Nothing in these terms excludes liability that cannot be excluded under Ugandan law.

Force Majeure

We are not liable for any failure or delay in performance caused by circumstances beyond our reasonable control, including natural disasters, government action, park or border closures, civil unrest, or public health emergencies.

- **Where the disruption originates in Uganda** — for example a government travel ban, a border or national park closure, civil unrest, or a public health emergency that makes your itinerary impossible to deliver — the cancellation charges in our Cancellation Policy will not apply. Instead, we will offer a credit of any amount not already committed to non-refundable third-party costs (including gorilla and chimpanzee permits) toward a rebooked trip at a later date.
- **Where the disruption is unrelated to Uganda** — for example a situation in your home country, or personal circumstances that leave you unable or unwilling to travel while Uganda itself remains open and your itinerary remains deliverable — this is not treated as force majeure, and our standard Cancellation Policy applies in full. This is precisely the kind of risk that comprehensive travel insurance with trip-cancellation cover is designed to protect you against, and we strongly recommend confirming what your policy covers before you book.

Photography & Marketing

We may photograph or film moments during your safari for use in our marketing, including this website and social media. If you would prefer not to be included, please let us know before or during your trip.

Complaints During Your Trip

If anything about your trip falls short of what was agreed, please raise it with your guide or with us directly — via the 24-hour contact you're given at the start of your trip — as soon as possible. Raising a concern at the time gives us the best chance to correct it while you're still travelling. Complaints raised only after your trip has ended may be harder for us to resolve.

Governing Law

These terms are governed by the laws of Uganda, and any disputes will be subject to the jurisdiction of the courts of Uganda.

General

- **Entire agreement.** These terms, together with your written booking confirmation and our Cancellation Policy, make up the entire agreement between you and ibara safaris for your trip, and replace any earlier discussions or proposals.
- **Severability.** If any part of these terms is found to be invalid or unenforceable, the remaining terms continue in full force.
- **No waiver.** If we don't enforce a particular term on one occasion, that does not mean we waive our right to enforce it later.

Changes to These Terms

We may update these terms from time to time. The "Last updated" date at the top of this page reflects the most recent revision. Terms in effect at the time of your booking confirmation will apply to your trip.

Contact Us

Questions about these terms can be directed to info@ibarasafaris.com.