



BACK TO THE SOURCE TOURS

Booking & Cancellation Policy

Updated: Friday, February 6, 2026

This Booking and Cancellation Policy applies to all reservations made with **Back to the Source Tours**. By confirming a booking with us, travelers acknowledge that they have read, understood, and agreed to the terms outlined below.

1. Bookings and Deposits

A **non refundable deposit of 25% of the total tour cost** is required to confirm a booking with Back to the Source Tours.

The remaining balance must be paid **no later than 90 days before the tour departure date**, unless earlier payment is required by specific suppliers or permits.

Certain travel components require **full advance payment at the time of booking** in order to secure availability. These may include:

- Gorilla and Chimpanzee trekking permits
- Select accommodations with limited inventory
- Charter flights or domestic flights
- Special event reservations

Where such items are required, Back to the Source Tours will advise travelers during the booking process.

2. Payment Methods

Back to the Source Tours accepts the following payment methods:

- Bank transfer (preferred)
- Credit card, Visa, Mastercard, American Express

Any bank charges, transfer fees, or credit card processing fees are the responsibility of the traveler and are non refundable.

3. Booking Confirmation

Once the required deposit or payment has been received, travelers will receive a **written confirmation email** outlining: Trip itinerary, Payment schedule, and Services included in the booking

Travelers are encouraged to review this confirmation carefully and notify Back to the Source Tours promptly if any corrections are needed.

4. Cancellation Policy

Travel arrangements organized by Back to the Source Tours involve a combination of accommodations, permits, park services, transportation, and local partners. Many of these services require advance commitments and deposits in order to secure availability.

For this reason, cancellation charges apply based on the amount of notice provided prior to the safari start date.



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Cancellation fees are calculated as a percentage of the total tour cost.

Cancellation Charges

- **120 days or more before safari start date** 25% of total tour cost
- **119 to 60 days before safari start date** 35% of total tour cost
- **59 to 30 days before safari start date** 50% of total tour cost
- **29 to 15 days before safari start date** 75% of total tour cost
- **14 to 4 days before safari start date** 90% of total tour cost
- **3 days or less before safari start date, including no shows** 100% of total tour cost

These fees reflect the minimum penalties imposed by our suppliers and service providers.

5. Non-Refundable Items

Certain elements of your itinerary are **strictly non refundable once secured**, regardless of the cancellation date.

These may include:

- Gorilla trekking permits
- Chimpanzee trekking permits
- National park permits issued by government authorities
- Domestic or charter flights
- Exclusive use accommodations
- Special promotional offers or peak season reservations

Once these services have been purchased on behalf of the traveler, the associated costs cannot be recovered.

6. Cancellation Procedure

All cancellations must be submitted **in writing via email** to Back to the Source Tours at info@backtothesourcetours.com.

Cancellation fees will be calculated based on the **date and time the written notice is received** by our office.

7. Amendments to Bookings

Changes to confirmed bookings may include:

- Changes in travel dates
- Reduction in number of travelers
- Reduction in nights or services

Such modifications may be treated as a **cancellation of the original booking and creation of a new booking**, depending on supplier policies. Additional charges may apply.

Any bank fees, supplier penalties, or administrative costs incurred during changes are non refundable. Back to the Source Tours will always work to accommodate reasonable requests whenever possible.



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8. Circumstances Beyond Our Control

Travel occasionally involves circumstances that are beyond the control of any tour operator. These situations are commonly referred to as **Force Majeure**, meaning extraordinary events that could not reasonably be predicted or prevented.

Examples include but are not limited to:

- Civil unrest or political instability
- Natural disasters such as floods, earthquakes, or severe storms
- Epidemics or pandemics
- Government travel restrictions or border closures
- Airline shutdowns or transportation disruptions
- Wildlife authority closures or safety restrictions

If such circumstances occur and make it unsafe or impossible to operate the tour as planned, **Back to the Source Tours reserves the right to modify, postpone, or cancel travel services.**

In such cases we will always prioritize traveler safety and will work in good faith to offer:

- Revised travel dates
- Alternative itineraries
- Credit toward a future tour

Refunds, if applicable, will depend on the recovery of funds from service providers and will remain subject to any non-refundable costs already committed on behalf of the traveler.

Back to the Source Tours cannot be held responsible for losses, delays, or additional expenses arising from such extraordinary circumstances.

9. Third Party Supplier Responsibility

Back to the Source Tours designs and arranges travel experiences by coordinating services provided by independent third party suppliers. These suppliers may include, but are not limited to:

- Lodges and accommodations
- Airlines and charter flight operators
- Ground transportation providers
- National parks and wildlife authorities
- Local guides and activity operators
- Conservation organizations and community partners

While Back to the Source Tours carefully selects trusted partners and works diligently to ensure high quality service, these suppliers operate independently and are not owned or controlled by Back to the Source Tours.

As such, Back to the Source Tours cannot be held responsible for acts, omissions, or service interruptions caused by third party providers, including but not limited to:

- Changes to schedules or services
- Delays or cancellations by airlines or transportation providers
- Changes in accommodation availability or standards
- Government or wildlife authority regulations
- Operational decisions made by independent suppliers



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In the event that a supplier is unable to provide a confirmed service due to operational circumstances, Back to the Source Tours will make reasonable efforts to arrange comparable alternatives whenever possible.

Travelers acknowledge that participation in travel experiences involving third party providers is subject to the terms, conditions, and operational decisions of those suppliers.

Back to the Source Tours will always act in good faith to support travelers and assist in resolving issues that may arise during the course of travel.

10. Limitation of Liability

Back to the Source Tours acts as an intermediary between travelers and various independent service providers including accommodations, airlines, transportation companies, wildlife authorities, guides, and other travel partners.

While Back to the Source Tours carefully selects reputable suppliers and works diligently to ensure a high quality travel experience, we do not own, control, or operate these third party services.

Therefore, Back to the Source Tours cannot be held responsible for:

- Personal injury, illness, or accidents occurring during travel
- Loss, theft, or damage to personal property
- Delays, schedule changes, or cancellations caused by airlines or transport providers
- Changes in park regulations, wildlife sightings, or government restrictions
- Service failures or actions by independent suppliers

Participation in safari activities, wildlife viewing, trekking, hiking, and other adventure based experiences carries inherent risks. By booking travel with Back to the Source Tours, travelers acknowledge and accept these risks.

Back to the Source Tours will make every reasonable effort to assist travelers should difficulties arise during their trip, however our financial liability shall be limited to the amount paid directly to Back to the Source Tours for the tour services.

11. Traveler Responsibility and Medical Fitness

Travelers are responsible for ensuring they are physically and medically fit to participate in the activities included in their itinerary.

Certain safari experiences, including **gorilla trekking, chimpanzee trekking, hiking, and wildlife tracking**, may require moderate to strenuous physical activity and can take place in remote environments with uneven terrain, high humidity, or varying altitudes.

Travelers should consult their medical provider prior to travel if they have concerns regarding their ability to participate.

It is also the responsibility of travelers to:

- Obtain required visas and travel documentation
- Ensure passports remain valid for at least six months beyond the travel dates
- Obtain recommended vaccinations and health clearances
- Follow the instructions of guides, park rangers, and local authorities during activities



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Back to the Source Tours reserves the right to decline participation in certain activities if a traveler's condition may pose a risk to themselves or to others in the group.

No refunds will be issued for activities missed due to medical conditions, late arrivals, or traveler decisions.

12. Code of Conduct for Responsible Wildlife Tourism

Back to the Source Tours is committed to responsible, ethical, and conservation minded tourism. Our safaris take place in some of the most important wildlife habitats in the world, and protecting these ecosystems is a shared responsibility between our team, our partners, and our travelers.

All guests traveling with Back to the Source Tours are expected to follow responsible wildlife viewing practices and respect the guidance of professional guides, park rangers, and local authorities at all times.

To protect wildlife, communities, and natural habitats, travelers agree to the following principles:

- Maintain a respectful distance from wildlife and never attempt to approach, touch, or feed animals. Feeding wildlife disrupts natural behavior and can create dangerous dependency on human food sources.
- Roadside wildlife feeding is strictly discouraged. Guests should not stop along roads or near parks to feed monkeys, baboons, or any other animals encountered during travel.
- Follow all instructions provided by guides, park rangers, and conservation authorities.
- Keep noise levels low and avoid sudden movements that may disturb wildlife.
- Remain inside designated vehicles or approved viewing areas unless instructed otherwise by your guide or park ranger.
- Never litter and always respect protected environments.
- Respect local communities and cultural traditions in the destinations visited.
- When passing through villages, schools, or community areas, travelers should avoid interrupting daily activities. Guests should not stop vehicles to hand out sweets, money, or gifts to children along roadsides or school paths. While these gestures may appear kind, they can unintentionally encourage unsafe roadside behavior and disrupt school routines.
- Community support is best provided through organized and responsible initiatives supported by local organizations and community partners.

Certain activities, including gorilla trekking and chimpanzee trekking, are governed by strict regulations established by wildlife authorities. These rules are designed to protect endangered species and must be followed without exception.

Back to the Source Tours reserves the right to remove any traveler from an activity if their behavior jeopardizes wildlife safety, violates park regulations, or disrupts the experience of other travelers. No refunds will be issued in such cases.

By traveling with Back to the Source Tours, guests acknowledge their role as responsible visitors and partners in conservation.



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13. Sustainability Commitment Statement

Back to the Source Tours was founded with the belief that tourism should create meaningful benefits for both travelers and the destinations they visit.

Our approach to travel prioritizes environmental stewardship, wildlife conservation, and support for local communities across East Africa and the regions where we operate.

Through our operations we aim to:

- Support conservation efforts that protect wildlife and natural ecosystems.
- Partner with locally owned accommodations, guides, and service providers.
- Promote cultural respect and meaningful engagement with local communities.
- Encourage responsible travel practices that reduce environmental impact.
- Contribute to economic opportunities that benefit community livelihoods.

We believe that tourism, when thoughtfully designed and responsibly practiced, can serve as a powerful force for conservation and community development.

Travelers who journey with Back to the Source Tours become part of that mission by supporting sustainable travel practices and helping preserve the natural and cultural heritage of the destinations we share.

14. Travel Insurance

Back to the Source Tours **strongly recommends that all travelers purchase comprehensive travel insurance.**

Travel insurance should include coverage for:

- Trip cancellation
- Medical emergencies
- Travel delays
- Emergency evacuation

Travel insurance provides important protection against unexpected events that may affect your travel plans.

15. Good Faith Travel Commitment

Back to the Source Tours is committed to delivering exceptional travel experiences built on professionalism, transparency, and respect for both travelers and the destinations we operate in.

Travel occasionally requires flexibility due to weather conditions, conservation regulations, or operational considerations. In such situations our team will always communicate clearly and work diligently to provide the best possible solutions.

By traveling with Back to the Source Tours, guests become part of a shared commitment to responsible travel and meaningful cultural exchange.



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16. Cancellation by Back to the Source Tours

In the unlikely event that Back to the Source Tours must cancel a trip due to reasons within our operational control, travelers will be notified as soon as possible.

Travelers will be offered:

- An alternative travel date
- A revised itinerary
- A refund for services not yet delivered

Any refund will remain subject to non refundable supplier costs where applicable.

Agreement to Policy

By confirming a booking with **Back to the Source Tours**, travelers acknowledge that they have read and agreed to this Booking and Cancellation Policy.

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www.backtothesourcetours.com