

A black snake with a glossy, scale-like texture is coiled on a light-colored rock. Its head is raised and turned to the left, looking towards the viewer. The background is a blurred natural setting with green foliage and some dry, spiky plants. A semi-transparent dark green rectangular box is overlaid on the left side of the image, containing the text.

**East African Venom Supplies**  
*Terms & Conditions*



# Flexibility during Covid-19

We understand that traveling in times of Covid-19 asks for flexibility. If it appears that your planned trip is not possible due to official COVID-19 restrictions, we would like to offer the following cancellation policy:

- Cancellation up till 56 days (8 weeks) prior to arrival:
- You can reschedule and join us on another snake research expedition free of charge to a date until December 2022. This can be the same expedition at another time or another expedition (a surcharge may be applicable). We will be as flexible as possible and look into the options together. In case postponing is not an option due to official Covid-19 restrictions, we offer you a refund.
- Cancellation between 56-30 days prior to arrival:
- We guarantee a refund of 70% of the total travel amount or you can postpone your trip without any extra charge to a date until December 2022 (same reschedule-conditions as above).
- Cancellation within 30 days prior to arrival:
- Unfortunately we are dependent on our partners and we cannot guarantee a refund. We will, however, do everything we can to minimize the costs for you. We do hope that you are able to reschedule your trip so we can still take you on one of our research expeditions. In that case we will only charge the actual costs that we incur for rebooking.

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We advise you to contact your insurance company to check how you are covered during the COVID-19 pandemic.

\* The above conditions apply until further notice. In case you reschedule to a different season, additional costs for accommodation may apply. We try to keep this to a minimum. The free cancellation policy is offered in cooperation with our accommodation partners but this arrangement does not cover all lodges.

## **General**

Besides visiting the Watamu Snake Farm, EAVS organizes snake research expeditions and day trips in Kenya. Please read our terms and conditions as these apply when you book your snake safari with us.

## **Booking confirmation**

After you have read your day-to-day itinerary carefully and approved your snake safari, we will send you our official booking form. We kindly ask you to return this form including your personal information by email as soon as possible. Please note that your booking is only confirmed after we have received your official booking form and your first deposit. We see a filled booking form as signed. Upon returning the completed booking form you automatically agree with our terms and conditions.

Note that a valid travel insurance is mandatory when booking your safari with us.

Our terms and conditions continue on the next page.

# Terms & Conditions

## **Payment**

A deposit payment of 30% of the total invoice amount has to be paid upon receipt of invoice, however no later than 14 days after the invoice date. The remaining amount is due eight weeks (56 days) before arrival. For bookings within the period of 56 days prior to departure the full amount of the invoice has to be paid instantly. Once the amount is transferred into our bank account we will send you a confirmation and your snake research expedition is confirmed. Please note that (bank) transfer costs should be covered by the sender.

It is possible to pay the invoice in US dollars. If the exchange rate fluctuates by 5% or more (higher or lower) before payment has been made, then the (remaining) payment will be adjusted accordingly. We may decide to increase the deposit rate in case the total amount exceeds USD \$25.000.

In case the date of payment is exceeded, we will send you a friendly reminder. If we still do not receive your payment subsequently, we have the right to cancel your trip and we will charge you cancellation fees of 30% of the total amount.

## **Amendments**

Please remember that all expeditions are subject to availability and not guaranteed until confirmed and the deposit paid. In case accommodation is fully booked or the expedition group turns out to be smaller, we will offer a suitable alternative in the same price range or higher (a surcharge may be applicable).

We reserve the right to amend the expedition, transportation, accommodation and services indicated in the program in the event of unforeseen circumstances beyond our control. Any changes will be communicated as early as possible.

## **Cancellation policy**

We hope it won't be necessary, but in case you may need to cancel your trip please notify us by email as soon as possible. Any cancellations shall be effective on the date that we received your cancellation request. The following cancellation fees apply:

1. Cancellation up to 56 days before the day of arrival: 30% of the total price;
2. Cancellation from 56 days to 42 days before the day of arrival: 75% of the total price;
3. Cancellation from 42 days to the day of arrival: 100% of the total price.

No refunds will be given for any unused services, late arrivals or no-shows.

EAVS has the right to cancel a trip 30 days prior to departure. This could occur, for example, if on a group trip we have insufficient expedition members. In this event, we would discuss an alternative with you or give you a full refund. We, however, aim to change accommodation for example and travel with a smaller group than advertised. Other incidents may be natural disasters or political crises that prevent travel in the area.

## **Insurance**

While traveling with EAVS, comprehensive travel insurance is mandatory. We recommend you to insure yourself for cancellation as well. If you already have travel insurance we strongly advise you to check your coverage, especially in times of Covid-19. We will ask for your insurance details so that in case of any emergency, we can help you get access to healthcare in Kenya.

## **Ambulance evacuation service**

At EAVS, we take the health and safety of our clients very seriously. In addition to your own mandatory travel insurance, we will enroll you in an ambulance evacuation service of the AMREF Doctors. This gives us the opportunity to help you get to the nearest hospital if needed. This service is included in the price of your safari.

## **Visa**

Kenya only allows visitors with a valid Kenyan tourist visa into the country. You can apply for this visa online at <http://evisa.go.ke/evisa.html>. It is your own responsibility to obtain a visa. Please note that it is no longer possible to obtain a visa upon arrival at the airport in Kenya.



## **Transportation**

We ensure that our vehicles are in roadworthy condition but no liability can be accepted for a puncture, breakdown, damage, or delay as a result of the poor road conditions.

## **Guide**

All our guides are professional (venomous) snake handlers who work with snakes on a daily basis. They are fluent in English and eager to help you learn more about snakes and teach you about their wonderful and exciting world.

## **Equipment**

All our guides carry snake catching equipment such as a hook and grab stick. They carry bags to transport snakes for a short period of time. When you are back at camp, or having lunch in the bush, you are able to look at the snake more closely before releasing it again. In case you have your own equipment, please bring it along.

## **Wildlife**

Traveling in Africa and encountering wildlife in their natural habitat is a breathtaking experience. Our guides will do everything to try and show you the hidden world of snakes, other reptiles and amphibians. Unfortunately, we cannot guarantee any or specific viewings. You must take caution when viewing wild animals, keep a minimum distance and carefully follow the instructions given by your professional guide and snake handler.

## **Safety first**

When it comes to dealing with snakes, we always keep safety first. It is important you listen to your guide and follow any instructions given and never pick up a snake without identifying it first. Our motto is to better be safe than sorry. If you are not sure what snake you just encountered, please ask your guide to identify it first. All our guides are professional snake handlers and will help you identify and capture any snake.

There are a few general rules to keep in mind while traveling in Kenya:

- Always listen to the instructions of your guide.
- Do not get out of the vehicle without permission of your guide.
- Follow rules of tented camps and lodges.
- Do not go for a walk without your guide accompanying you.
- Never pick up a snake if you are not able to identify it and without a guide present.
- Do not feed or touch wildlife.
- Take litter back with you and dispose of it at camp.

## **Complaints**

Any complaints must be reported immediately to your guide (or your contact person), who will do their best to resolve the matter. If the problem is not solved to your satisfaction, the complaint should be reported in writing and not later than 30 days after completion of the tour. Liability for complaints not notified in accordance with the above described procedure cannot be accepted.



## **Liability**

Whilst EAVS will exercise utmost care in dealing with you as our esteemed guest and your belongings, we cannot be responsible for loss or damage to personal belongings, personal injury or death. Participating in a training, joining us on a research expedition/safari or entering in any of our other activities is completely at your own risk and EAVS cannot be held responsible.

## **Force Majeure**

If EAVS is affected by force majeure, which means any circumstances beyond the control of the company (including, but not limited to, explosions, floods, tempests, fires, accidents, war or threat of war, sabotage, insurrection, civil disturbance or requisition, sickness, quarantine, government intervention, weather conditions or other outwards occurrences), we shall inform you immediately of the nature and extent thereof. The company is not allowed to violate or abuse these conditions.

Payment of any refund to you as result of force majeure of any company, we shall use reasonable efforts to compensate you where possible. However, we will be entitled to deduct from any refund recoverable to the reasonable actual and potential costs to the company of the force majeure.

## **Use of website**

EAVS licenses you as the user of the website to view, download and print the content, provided that such content is used for private, personal, educational and/or non-commercial purposes only. Content from this website shall not be used or exploited by users for any commercial and non-private purposes without the prior written permission of EAVS. We commit ourselves to take all reasonable and necessary steps to protect your personal information.