



## UGANDA WILDLIFE AUTHORITY TERMS & CONDITIONS

### IMPORTANT:

Tracking time is between 8:30 Am to 7:00 pm. Pre-tracking briefing session is at park headquarters starting at 7:45 AM. All visitors are expected back at the camp ground by 7:00 pm latest. Tracking can be a difficult exercise, please carry food, water and rain gear with you.

### CONDITIONS OF SALE

#### 1. ILLNESS

Any visitor who shows signs of illness will not be allowed to visit the gorillas. A visitor shall be declared unfit to track due to illness by a warden in-charge in the park. 50% of the tracking fee will be refunded if illness is determined at the discretion of the warden-in-charge. The cancellation policy will apply to visitors who fall sick prior to their travel to the park.

#### 2. NON-REFUNDABLE

Permits are non-refundable; however, visitors who track gorillas the whole day but fail to view them for whatever reason will be refunded 50% of the tracking fee.

#### 3. VISITOR CATEGORY

Rates differ based on the residence status of the visitor. The three categories are NON-RESIDENTS, EAST-AFRICAN RESIDENTS AND UGANDAN CITIZENS. Visitor category will be verified at point of sales and check-in prior to departure on the morning of tracking and please bring proof of your resident status in Uganda. Please verify that you have paid the correct fee by referring to the tariff sheet at the point of sale.

#### 4. TRANSFERABILITY:

Permits are not transferable between different visitor categories. Permits should not be sold for values different from those marked on the permit for the different visitor categories. Culprits will be penalized.

#### 5. TRACKING/VIEWING:

This gorilla tracking permit is not a guarantee that the gorillas will be clearly viewed.

#### 6. MINIMUM AGE LIMIT

The minimum age limit for visiting Gorillas is 15 years. There is need to provide proof of age.

#### 7. PARK ENTRY FEE

This permit includes park entrance fee for that particular tracking date.



**8. VIEWING TIME**

Visitors are allowed to stay with the Gorillas for one (1) hour only.

**9. LIABILITY**

The purchase will not hold UWA or any duly authorized agent(s) liable for any accident, loss, damage or injury sustained while in the park.

**10. CANCELLATION POLICY**

UWA will retain the following percentages upon cancellation:

- 0-8 days to tracking date – No Refund
- 9-45 days to tracking date – 75% (25% Refund to client)
- 46-90 days to tracking date – 50% (50% Refund to client)
- 91 and above days to tracking date – 30% (70% Refund to client)

Refund will be calculated on the full value of the permit. These terms and conditions are liable to change/review without notice.

- 11.** I have read the above conditions and agree to abide by these rules and regulations and those that will be presented on the day of my visit. I do not hold UWA or any related personnel liable for any accidents or injury (see point 9 above)