

TERMS AND CONDITIONS

Introduction

The following booking terms and conditions form the basis of agreement between Clients of the business (“participant(s)” “you” “traveler(s)” “Customer(s)”) and Prich Travel Consult (“we”, “us” and “our”). Please read them carefully as they set out our respective rights and obligations. By confirming your booking, we are entitled to assume that you have had the opportunity to read and have read these tour booking conditions and agree to them.

We may revise and update these Terms of Use from time to time in our sole discretion. All changes are effective immediately when we post them, and apply to all access to and use of the Website thereafter. Your continued use of the Website following the posting of revised Terms of Use means that you accept and agree to the changes. You are expected to check this page from time to time so you are aware of any changes, as they are binding on you.

By making your deposit, you confirm that you have read and agree, without exception, to the Terms. If you fail to comply with any of the Terms or complete any requirements that include, but are not limited to, federal, national, international, or airline requirements, your payments will be forfeited and no refunds will be issued.

These tour booking conditions only apply to the tour arrangements or packages which you book with us and which we agree to make, provide or perform (as applicable) as part of our agreement with you. All references in these terms and conditions to “trip”, “booking”, or “arrangements” mean such tour arrangements unless otherwise stated.

Booking Your Tour & Payment Details

1. To make a booking please follow the procedure shown on our website. The relevant Customer Information form needs to be completed by each person going on a trip. The completed form must then be submitted to us together with the payments referred to in paragraph 2 below.

Your booking will be treated as firm and a contract between us will come into force as soon as we receive your completed Customer Information form and your deposit or payment. We will then send you a receipt for all payments made. Please check your receipt carefully as soon as you receive it. Contact us immediately if any information which appears on the receipt or any other document appears to be incorrect or incomplete.

2. A minimum deposit of at least 50% of total amount payable for a trip package per person must accompany the booking for a contract to be established. We also offer and encourage an instalment plan within 2 months and 6 months periods. In any case the full balance must be received by us by 2 months prior to the start date of the trip or tour. Bookings made within 2 months to start date of trip require immediate full payment.

3. The amount quoted for any tour covers the cost of the planning, the organization and carrying out of the trip, including ground transportation to designated destinations, supplies, accommodation, administration and staff, site fees, photography and short video, water, snack and drink, except for the following, for which the you must be responsible: vaccination fees, travel insurance, international flights fare, cost of passport and visas, personal equipment and personal expenses while on the trip and any other expenses specifically excluded on the trip description. We reserve the right to make changes to and correct errors in quoted prices at any time before your trip is confirmed. We will advise you of any error of which we are aware and of the then applicable amount at the time of booking.

Once the amount of your chosen trip has been confirmed at the time of booking, apart from the correction of errors, we will only increase or decrease the price in the event of any change in our transportation costs or in taxes or fees or in the exchange rates which have been used to calculate the cost of your trip.

4. Fitness: Except as disclosed in the Notes To Us / Special Requests Or Concerns” section when filling the “Customer Information” form, you are taken to confirm at the time of booking that you are in good health, physically capable of undertaking all aspects of the trip, and unaware of any reason why you may be unsuited to taking part or may be likely to suffer illness or injury during the trip, taking into account its challenges and purposes. If you are unable to indicate any particular health condition when booking your trip for any reason, you must contact us as soon as possible so that we can assist you in considering the suitability of the trip for you.

5. Special requests: Please advise us in writing of any special requests prior to making your booking. Where possible, we will endeavour to make arrangements to meet any such request. Confirmation that a special request has been noted is not confirmation that the request will be met. Unless and until specifically confirmed. For your own protection, you should obtain confirmation in writing.

Cancellations & Changes

6. The itinerary is a guide to which we will attempt to adhere, but it may be necessary to alter this at short notice as a result of circumstances or events outside our control such as adverse weather or road conditions or any of those amounting to force majeure (see paragraph 8), or due to the operating conditions imposed by owners and operators of accommodation, facilities and transport. Your itinerary will, however, be the same in content as far as is reasonably possible, unless circumstances beyond our control make this impossible. Should weather conditions result in extra costs such as accommodation, transportation and meals, these will be borne by mutual agreement between us.

7. Changes and cancellation: If changes and cancellations are made by us, as referred to above, we may have to make changes to and correct errors in advertised and confirmed details and also cancel confirmed bookings which we must reserve the right to do. Please note, our trips may require a minimum number of participants to enable us to operate them. If the minimum number of bookings required for a particular trip has not been received, we are entitled to cancel it. We will notify you of cancellation for this reason not less than 1 month prior to trip start date.

Most changes are minor. Occasionally, we may have to make a "significant change". A significant change is a change made before departure which can reasonably be expected to have a major effect on your trip. If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:

- For significant changes, accepting the changed arrangements; or
- Purchasing an alternative trip from us, of a similar standard to that originally booked. We will offer you at least one alternative trip of equivalent or higher standard for which you will not be asked to pay any more than the price of the original trip.

Please note, the above options are not available where any change made is a minor one. In cases where changes and cancellation are made by you. You are to notify us as soon as possible of any significant changes you would want to make concerning your trip, for at least 1 month prior to your trip start date. If you cancel a trip or any activity on a trip (e.g., tours, excursions, etc.) for any reason, your payments will be forfeited, and no refunds will be issued. Should you decide not to participate in certain parts of the trip or use certain goods included in the trip, no refunds will be made for unused parts of the trip or goods.

8. In these booking conditions, "**force majeure**" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, significant risks to human health such as the outbreak of serious disease at the travel destination, adverse weather conditions, fire and all similar events outside our control. Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "**force majeure**".

Refunds

9. The business has a no refund policy. Amount deposited or paid are not refundable! But can be deferred to be used for future tour(s) if and only if we deem it fit depending on the circumstance.

Delays And Complaints

10. Delay: We regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. We have no liability to make any such payments to you and you must pursue the airline or other transport operator concerned for any payment which may be due. Please remember that it is your responsibility to ensure you arrive at the destination for your chosen tour of which all costs associated with this are therefore your sole responsibility.

11. Complaints. In the unlikely event that you have any reason to complain or experience any problems while on your trip, you must immediately inform your trip officials in question. Any verbal notification must be put in writing and given to our trip officials as soon as possible. If any complaint or problem is not resolved to your satisfaction by the trip officials, you must contact the

business office using the contact details (phone/email) we have provided on our website, giving us full details and your contact number. Until we know about a complaint or problem, we cannot begin to resolve it. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 1 week at the end of your trip giving your booking reference and full details of your complaint.

Mode of Payment

12. By choosing credit/debit card as your method of payment, as applicable, you agree that us providing proof of your purchase from us is all that is necessary to establish the legitimacy of any charge to your credit card agency, banking institution, or payment processor, and is therefore sufficient support documentation to deny any chargeback or payment reversal initiated by you or on your behalf. Again you hereby authorize our business (or our agent) to initiate one or more debit entries (withdrawals) and you authorize the financial institution that holds your bank account to deduct such payments, in the amounts and frequency designated in your payment plan; and you authorize our business (or our agent) to charge your card; and you consent to the assessment of additional fees and costs if your bank debit or credit card either are declined or issue a refund without our authorization.

You agree and understand that all payments for the purchase of any products or services of the business are irrevocable and may not be charged back now or in the future, by you or your credit card company, banking institution, or payment processor. Your direct or indirect initiation of a chargeback is a material breach of this Agreement for which we shall be entitled to recover attorney fees, costs associated with addressing a chargeback, the original amount challenged, and any additional costs we incur as a result of your breach.

13. Cash payment deposit through bank. Details of bank information is as below;

Current Account

Account Name:	Prich Travel Consult
Account Number:	0542627100001
Bank:	Consolidated Bank Ghana
Branch:	Community 1 Tema, Ghana
Swift Code:	CBGHGHAC
IBAN:	GB64GHIB60926315950903

14. Mobile Money (Momo). Choose to send money to us in seconds through momo details below;

Momo Account

Account Name:	Prich Travel Consult
Phone Number:	0547456014
Country:	Ghana

15. Western Union. With over 245,000 Western Union Agent locations worldwide, it is easy to send and receive money. Choose to send money to us in minutes, or the next day.

Hotel Occupancy Selection

16. We will not pair two single participants within double occupancy accommodations. If you are a single participant, please be sure to select the single occupancy option. Only select the double occupancy option if you are traveling with a companion, or partner, or you're on a group tour. If it comes to our attention that you have selected the double occupancy option incorrectly, you will be required to pay the difference in price of a single occupancy accommodation.

17. If you are travelling with young children (from 2 years old to 11 years old), it is important to note that child seats are not provided for transfers and legislation varies from one country to another. Please see the Travel Voucher issued for details. Free accommodation stays for children are generally based on sharing existing beds in the room. If you require a separate bed, you must advise us at the time of booking, as there will be a corresponding charge added to your booking.

Channel of Communication

18. We will communicate with you primarily through email and official announcements on our Website. It is extremely important that you monitor your emails, including your spam and junk folders, for any announcements, communications, and requests for information. Kindly respond back to us through same channel being email.

You and other Participants may from time to time be required to submit information or documentation related to your trip. It is extremely important that you respond with the requested information within the designated timeframe outlined in the request. Any failure to submit requested information or documentation within the designated timeframe shall render you solely responsible for all consequences associated with such failure, including but not limited to any and all fees associated with domestic airfare, hotel reservations, activities, excursions, etc., and may subject your reservation and trip to cancellation. It is your sole responsibility to submit any information or documentation requested within the appropriate timeframe prior to departure. If your trip is cancelled and/or you are unable to travel because you have failed to timely respond to any requests, your payments will not be refunded.

Documentation

19. Passport & Visa. It is your responsibility to obtain a passport and a visa. Valid passport and visa before entry is required. Without these, you may be denied entry into the country. After obtaining your valid passport, contact Ghana Embassy and we will assist in any documentations required by us as a business entity in your visa processing and acquisition.

20. Vaccinations. Yellow Fever vaccine is required. Malaria pills are advised. It is your sole responsibility to obtain any necessary COVID-19 tests for travel in the appropriate timeframe prior to departure.

21. Insurance. Both international travel insurance and medical insurance are highly recommended when embarking on your international travels. Please contact your local international travel insurance company for assistance.

Liability

22. Once you book for a tour on our website, you agree to be legally bound by the terms and conditions stated herein. **PRICH TRAVEL CONSULT** acts in good faith, acting solely as an intermediary and an agent for vendors and service providers (i.e Hotel Accommodation, Ground transportation, Tours, Meals, Cruises, etc.) and as such, it is not liable for breach of contract or any intentional or careless actions or omissions on part of suppliers, which may result in any loss, damage, delay, injury, death, sickness, or accident sustained by traveler(s) and his travel in the course of availing the indicated services. This agency likewise shall not be responsible for any injuries, damages, losses caused to any traveler in connection with terrorist activities, social or labor unrest, mechanical or construction difficulties, diseases, local laws, climatic conditions, schedule changes caused by weather or road conditions, force majeure such as natural catastrophes, strikes, abnormal conditions or developments, or any other irregularities, actions, omissions or conditions outside the travel agent's reasonable control. By embarking upon this trip, travelers voluntarily assume all risks involved with such travel, whether expected or unexpected.

Code of Conduct

23. You are responsible for respecting every person and the business officials and following the directions of the tour guide and the laws of the regions/communities/towns on the itinerary. Our clients come from various backgrounds and beliefs and thus anyone who may pose a threat to a fellow client or our tour guides or drivers such as discriminating against, creaming at or insulting or even fighting is unacceptable under any circumstances and will terminate and cancel your tour without any refund.

Assignment of Rights

24. We reserve the right to assign any of our rights and/or delegate all or a portion of our duties under these Terms to any third party without your or other participants' consent or permission. You shall not be entitled to assign, transfer, or delegate any of your rights, duties, or obligations under these Terms to any third party without our prior written consent. Any attempted assignment, transfer, or delegation without such consent shall be null and void.

Contact Us

25. We welcome all your questions and concerns regarding these Terms & Conditions:

Prich Travel Consult

www.prichtravel.com

info@prichtravel.com

+233 559326844

Between 8:00am and 5:00pm GMT