



✉ **Box NW 696, Nsawam - Akwapim South District
Eastern Region, Ghana.**

☎ **+233 263582208 / 233 247833380**

💻 **info@worlanyotours.com / www.worlanyotours.com**



**Office Location: House No. 40, Nsawam Prisons Bnungalow
Residential Area, Nsawam - Akwapim South District**

TERMS AND CONDITIONS

Payment of deposit and/or payment in full certify that you understand and agree to all Terms and Conditions.

These terms apply to individual or independent tours and group tours; Group tours have separate deposit, final payment and cancellation terms, which are tour specific. All payments, deposits and cancellations amounts listed are per person. To confirm a reservation, the following deposits and final payment terms must be strictly adhered to and are required at time of reservation.

TOUR DEPOSIT & FINAL PAYMENT FOR INDIVIDUAL TOURS

Deposit due per tour reservation is 25% of the tour cost. We reserve the right to request additional deposits as required by hotels and other suppliers in peak seasons such as (but not limited to) Christmas, New Year, Easter and other holidays. Final payments are due 30 days before Tour begins. For reservations received within 30 days of commencement of service, the entire amount is to be paid at the time of confirmation of the tour. Reservations received very close to the start of the tour may be subject to a non-refundable rush-booking fee of no less than \$50 per person to cover additional expenses incurred to expedite booking.

CANCELLATION POLICY CHARGES FOR INDIVIDUAL TOURS

Worlanyo Tours' cancellation policy is applied as follows:

Cancellations made 60 days or more prior to the start of the tour will be charged cancellation fee of 15% of the tour cost.

Cancellations made 45 to 30 days prior to the start of the tour will be charged cancellation fee of 20% of the tour cost.

Cancellations made 25 to 15 days prior to the start of the tour will be charged cancellation fee of 25% of the tour cost.

Cancellations made 15 days or less prior to the start of the tour will be charged cancellation of 100%, meaning no refund.

Trip cancellation insurance is recommended.

TOUR DEPOSIT & FINAL PAYMENT FOR GROUP TOURS

Deposit due per tour reservation is 40% of the tour cost. We reserve the right to request additional deposits as required by hotels and other suppliers in peak seasons such as (but not limited to) Christmas, New Year, Easter and other holidays. Final payments are due 60 days before Tour begins.

CANCELLATION POLICY CHARGES FOR GROUP TOURS

Worlanyo Tours' cancellation policy is applied as follows:

Cancellations made 120 days or more prior to the start of the tour will be charged cancellation fee of 15% of the tour cost.

Cancellations made 90 to 60 days prior to the start of the tour will be charged cancellation fee of 25% of the tour cost. Cancellations made 60 to 30 days prior to the start of the tour will be charged cancellation fee of 50% of the tour cost. Cancellations made 30 days or less prior to the start of the tour will be charged cancellation of 100%, meaning no refund.

Trip cancellation insurance is recommended.

Domestic flight tickets are non-refundable when alternate (land) arrangements are made.

No-Shows, late arrivals, voluntary changes or cancellations by travelers of tour days or services during a tour are non-refundable. Cancellation Insurance Is recommended.

Prior to the start of the tour, Worlanyo Tours reserves the right to cancel a tour, and will provide a full refund of all payments. Worlanyo Tours has never cancelled a tour but would do so at its sole discretion should travelers' safety be of concern. Worlanyo Tours is not responsible for expenses incurred by travelers in preparing for a trip which is eventually cancelled.

Once travelers are at the destination in Africa, Worlanyo Tours will provide comparable alternate tour arrangements if the cancellation of a particular tour is deemed necessary. Should travelers elect not to accept these alternate arrangements, this will constitute voluntary refusal of services, and no refunds will be given.

Pro-rata refunds will be made if alternate arrangements are not comparable to the original tour services, Please note: Domestic flights may be replaced by ground transportation, if the domestic flight schedule renders flights impossible within the constraints of a tour and/or the tour dates; In this case, the missed flights are non-refundable as the ticket price will be used to make alternate land arrangements

INSURANCE

Travel insurance while not mandatory is highly recommended and is not included in the tour price.

TOUR PRICES

Worlanyo Tours prices are stated in U.S. Dollars (USD), and are subject to change until a tour deposit is received.

Prices do not include international travel to/from Africa, passport fees, entry visa fees, excess baggage charges, airport taxes, immunization or other medical fees, non-specified meals, alcoholic or other beverages, insurance, tips for tour staff, laundry and other personal expenses.

RESPONSIBILITIES

It is Worlanyo Tours' responsibility to provide the services listed with each tour itinerary; Worlanyo Tours includes this information with every price quote.

All lodging is double occupancy, bed & breakfast; including baths. Comparable hotel substitutes will be provided if planned accommodations are not available. For single occupancy, a single supplement will be applied. Day rooms are not included unless specified. Hotel check-in and check-out times are 2:00 Pm (1400 hours) and 12 noon (1200 hours).

Worlanyo Tours reserves the right to make itinerary modifications or to change hotels or other tour components, if these are deemed necessary or advisable for the continuation of the tour, for safety and security reasons, or to prevent delays that would be detrimental to the tour or its members, Worlanyo Tours is not responsible for delays or consequences of any delays due to circumstances beyond Worlanyo Tours' control. Worlanyo Tours will make every effort to provide alternate and comparable services if changes are made.

Scheduled domestic flights are sometimes postponed or cancelled; Worlanyo Tours is not responsible for these inconveniences and will, where possible, use the ticket price or missed domestic flights to make land arrangements. If clients opt to refuse land arrangements Worlanyo Tours will reimburse the cost of the air tickets when these amounts are refunded to Worlanyo Tours by the air carrier.

All luggage should have sturdy identification tags and should always be locked. Worlanyo tours personnel will assist travelers with lost luggage formalities at airport. Worlanyo Tours will also make every effort to forward lost luggage to its owner during the tour; any cost incurred in forwarding luggage are the responsibility of the traveler. Please note: baggage limits on domestic flights vary but are usually limited to one item of 10 kilograms (22 pounds) and one carry-on bag.

Additional service required as a result of international flight schedule changes, illness or emergencies are the responsibility of the traveler.

Worlanyo Tours personnel will do endeavor to assist travelers who may need to make new flight arrangement. This is done as a courtesy and implies no responsibility on the part of Worlanyo Tours to find or make new arrangements. The costs or penalties for such arranges are the sole responsibility of the traveler.

Worlanyo Tours' guide has the ultimate recourse of removing a traveler from a tour at any time, if that person's continued presence is deemed harmful to him/herself or others, or if it adversely affects the quality of the tour and/or the enjoyment of the group. A pro-rata refund will be made for missed activities, contingent upon refund provided by suppliers.

Travelers must procure their own passport, entry visa(s), and health documents.

Travelers agree to comply with local laws and regulations, and to respect cultural practices observed during the tour. Travelers understand that living conditions and practices in West Africa and Central Africa may not be the same as in their home countries.

Travelers are expected to be on time for all tour activities; there are no refunds or missed activities. If travelers missed any flights or other scheduled departures, the responsibilities and the cost of rejoining the tour will be theirs.

Travelers with special needs or disabilities must inform Worlanyo Tours at the time of booking; failure to disclose in advance any physical or other restrictions, or the need for special accommodations, will make it impossible to meet those needs. When informed, Worlanyo Tours will make every effort to accommodate travelers, and will inform travelers of local conditions they will likely encounter.

For their own safety as well as for the smooth operation of their tour, travelers are expected to follow their Tour Leader/guide's requests and instructions; any problems encountered during the tour should be brought to the guide's attention immediately, so that the guide may remedy the situation. If the guide is unable to do so, or you are not satisfied with the remedy, please contact Worlanyo Tours office and report the problem.

Tips and gratuities, while not mandatory, are accepted as recognition of quality service by guides, drivers, restaurant personnel and others. These tips and gratuities are not covered by tour fees and are entirely at your discretion. Tips for luggage porters are the responsibilities of Worlanyo Tours' guide.

SECURITY AND SAFETY

Travelers' safety and security is Worlanyo Tours' first priority. We do not conduct tours to dangerous areas and we always work with local personnel, who are fully cognizant of local security conditions. In order to avoid driver fatigue and accidents, we avoid driving at night.

Travelers are expected to exercise caution with their person and belongings in public areas. Travelers are also expected to keep their valuables at hand at all times, and to keep their luggage locked. Worlanyo Tours is not responsible for articles forgotten in hotel rooms, restaurants, etc.

GENERAL DISCLAIMER

The participant recognizes that Worlanyo Tours is not responsible for circumstances beyond its control, including, without limitation, acts of God, explosion, tempest, fire, accident, and war, threats of war, sabotage, sickness, insurrection, government intervention, weather conditions, quarantine, civil disturbances, or armed conflict. Worlanyo Tours will use its best efforts to reschedule or alter tours affected by any of the foregoing, but is not under any obligation to refund any portion of the tour or to reimburse the participant in any way, even if forced to cancel the trip as a result, Worlanyo Tours will, where possible, make refunds, after deducting a reasonable amount to cover actual and potential costs. In the event that Worlanyo Tours investigates the prevailing situation, and decides, as its sole discretion, that the tour can go forward, but the participant elects to cancel, then no refund will be payable and the provisions regarding payment and cancellation will apply. These provisions also apply to delays and cancellation involving carriage by land, sea and air, including those involving travel to and from destination. The participant understands that such delays are beyond Worlanyo Tours control, and that the participant must look to the terms and conditions by the carrier and international conventions for any remedy or relief.