



Remarkable Rwanda, Gorillas of Uganda and Solidarity

Solidarity, Cultural and Safari experiences

Warm greetings from the "Pearl of Africa!"

We are absolutely thrilled that you have chosen Casa WECO Residences Ltd. of WECO Uganda NGO for your upcoming adventure. More importantly, we wanted to express our deepest gratitude for your decision to volunteer at the WECO Uganda Schools.

Your commitment to spending time with our community means the world to us. The children at the school are excited to meet you and are counting down the days until they can warmly welcome you into their classrooms and lives. Your presence will truly make a lasting impact.

Whether you are looking forward to the mist-covered forests of the Gorillas or the playful energy of the Chimpanzees, we are committed to making this a seamless and unforgettable experience for you.

To ensure everything is in order for your stay and travels, please find attached our **Booking Terms and Conditions**. This document outlines important details regarding your itinerary inclusions - such as your tracking permits and daily breakfast - as well as our policies on cancellations and weather-related changes.

Please review, sign, and return a copy to us at your earliest convenience.

A few quick reminders as you prepare:

- **Meals:** While your daily breakfast is included, please remember to budget for lunches and dinners throughout the trip.
- **Visas:** Ensure your Ugandan or East African Tourist Visa is secured before arrival.
- **Insurance:** We highly recommend comprehensive travel insurance for your peace of mind.

We are here to answer any questions you may have as you pack your bags. We and all the kids at WECO Uganda Schools can't wait to welcome you to Uganda!

With gratitude,

The CASA WECO Residences & WECO Uganda Schools Team



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CASA WECO RESIDENCES – BOOKING TERMS & CONDITIONS

1. Booking and Payment

- **Reservation:** A booking is confirmed upon receipt of a **30% deposit** of the total tour cost.
- **Final Payment:** The remaining **70% balance** must be settled at least **30 days** prior to the tour commencement.
- **Last-Minute Bookings:** For bookings made within 30 days of departure, full payment is required immediately.

2. Cancellation and Refunds

Cancellations must be submitted in writing via email. Refunds are processed as follows:

- **60+ days before arrival:** Full refund (minus a 5% administrative/bank fee).
- **31 – 60 days before arrival:** 50% of the total tour cost is forfeited.
- **0 – 30 days before arrival:** 100% of the total tour cost is forfeited (No refund).
- **Permit Policy:** Fees for **Gorilla and Chimpanzee tracking permits** are **100% non-refundable** as per Uganda Wildlife Authority (UWA) regulations, regardless of when the cancellation is made.

3. Change of Plans (Weather & Force Majeure)

- **Weather:** Activities like boat tours or trekking are weather-dependent. Casa WECO Residences reserves the right to alter routes for safety. No refunds are given if an equivalent alternative is provided.
- **Force Majeure:** We are not liable for changes caused by natural disasters or government mandates. We will work to reschedule or provide a credit voucher.



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4. What the Tour Includes

- **Accommodation:** As per the agreed itinerary.
- **Transport:** 4x4 safari vehicle with a professional driver-guide.
- **Meals: Breakfast ONLY** is included daily.
- **Permits & Fees:** All fees for **Chimpanzee Tracking, Gorilla Tracking, and Boat Tours** are included.
- **Park Fees:** All national park entry fees mentioned in the itinerary.
- **Water:** Bottled drinking water will be provided during transfers.

5. What the Tour DOES NOT Include

- **Meals:** Lunch and dinner must be paid for by the travelers.
- **Insurance:** Comprehensive travel and medical insurance (highly recommended).
- **Visas & Flights:** International airfare and Uganda Tourist Visas (\$50).
- **Gratuities:** Tips for driver-guides, rangers, and lodge staff.
- **Personal Expenses:** Laundry, telephone calls, souvenirs, and alcoholic beverages.

6. Liability

Casa WECO Residences Ltd. acts as an agent for third-party providers. We are not liable for personal injury, property loss, or delays. Clients must follow the guide's safety instructions at all times.

CLIENT ACKNOWLEDGMENT

I have read and agree to the Terms and Conditions of Casa WECO Residences Ltd.

Client Name: _____

Date: _____ **Signature:** _____