



## **Frequently asked questions (FAQ)**

### **My first trip to Africa**

#### **Which safari areas are recommended to travellers visiting Kenya for the first time?**

We recommend the areas around Mount Kenya (Laikipia), the large Maasai Mara, the Amboseli National Park and the two parks of Tsavo (East and West). Of course, a stay by the sea is also highly recommended.

#### **What are the temperatures like?**

At the coast it is tropically warm and humid almost the whole year round: +/- 30 degrees. It is also very warm in the southern national parks such as Tsavo East and West. The warmest months are January to March. It is a little cooler in the months of June to August.

In the higher regions, from 1500 - 2000 meters above sea level, it is very warm between January and March. During the nights, however, it can be very cool (12 -15 degrees). It is cooler in the months of June to August. During the day it is often between 23 - 26 degrees; at night around 10 degrees.

#### **Is there an age restriction or age recommendation?**

No. However, it should be noted that longer car journeys on natural roads are demanding. Our trips and stays are arranged to include longer breaks.

### **Travel Arrangements**

#### **How do we prepare ourselves for the trip?**

We recommend that you inform yourself with the help of generally available travel books and/or talk to us. We will be happy to advise you.

#### **Which vaccinations are recommended?**

Malaria prophylaxis is strongly recommended and is available through your doctor. Let your doctor advise you. Anyone travelling from Kenya to South Africa or another country must also be vaccinated against yellow fever.

#### **What clothes do we need to take with us?**

Light clothing and a warm jacket / wind protection and a sweater are sufficient. We recommend good footwear on safaris. Acacia thorns can pierce shoe soles. Flip-flops are only recommended in lodges or on the beach.

#### **Should we take mosquito nets with us from home?**

No, that is not necessary.

### **Money, Tips, Gifts**

#### **How much travel money do we have to take with us and in what form?**



On our trips, there are generally very few additional costs. Most of them are visa fees, drinks, activities and tips. The simplest means of payment are Kenya Shillings and US Dollars. In addition, you can take your credit card (Visa, Mastercard) with you. More and more lodges and camps accept plastic money.

#### **Are tips expected? If so, how much?**

A larger tip to a driver/guide at the end of a trip is common. Remember, good drivers are also responsible for your safety. Often the travelers pool the money. For one week a total of 80 - 100 US dollars is usual.

Local guides (e.g. boat tours, foot safaris etc.) are happy to receive a tip. Usually a few Kenyan shillings are enough, unless there is a fixed price per person. If individual employees provide exceptional service, a personal tip is recommended here as well.

For luggage transport, a maximum of one US dollar is appropriate.

#### **Is it advisable to bring small gifts to hand out?**

We understand the desire and the need to bring something along. However, we do not recommend gifts and souvenirs to unknown people and groups, as this can even lead to conflicts. Let Eco Safari advise you. If a social project supported by Eco Safari is visited, useful gifts can be very welcome.

### **Safety/Health**

#### **Are we completely cut off from our relatives or work environment during the trip?**

No. The communication possibilities in Kenya are very good. In hotels/lodges you usually have WLAN and good mobile phone networks. Even in very remote areas.

#### **Which poisonous animals (snakes, spiders and scorpions) are there? What do I have to consider?**

In Kenya there are several poisonous animals, but so far, we have never experienced an incident. Our guides know about travellers who are afraid of these animals and avoid any risks. Snakes are rarely sighted and they avoid contact with humans, as other animals do. More dangerous than snakes, scorpions and spiders are malaria and other infectious diseases. But it is easy to protect yourself against them.

#### **What is the best way to protect yourself if you do not want to take malaria prophylaxis?**

It is best to use insect repellents and to wear long clothes that cover your arms and legs.

In drugstores and pharmacies there are also products that you can apply to clothes. Find out more at a specialist shop.

#### **What are the health risks that need to be considered?**

Gastrointestinal problems and diarrhoea are unfortunately always possible. Basically, everything that can be peeled or cooked can be eaten - "peel it, cook it or leave it" is therefore the motto. We also recommend that you always carry a disinfectant with you, to clean your hands regularly.

#### **What if there is a medical emergency?**

East Africa has a reliable air rescue system ("Flying doctors" based in Nairobi). The planes with medical personnel fly to all parts of Kenya. The medical care in Nairobi is impeccable. All travellers are insured with AMREF "Flying Doctors".

### **Travel Planning**



**Can we rent a vehicle without a driver and set off on our own?**

This can be done. However, we strongly advise against a self-drive. The sign posting is bad and there is partly a lack of infrastructure in case of breakdowns on the way.

**We do not want to fly within the country, but use the other means of public transport. Can you recommend anything to us?**

No. Unfortunately, this large country still lacks reliable and inexpensive means of mass transportation. The quite common overland buses are considered dangerous. The new train connection between Mombasa and Nairobi is a possibility.

**We don't just want to see animals, we also want to get to know "the country and its people". What are the possibilities?**

You will get to see a lot of the country and the way of life of the population. Actual meetings with the local inhabitants are not planned - out of respect for the people. Spontaneous and interesting contacts can occur at any time outside the "tourist traps", for example at a market. But there are hardly any limits to your own initiative. Tell your guide if you want to make a stop at a market or in a village. Remember that in the countryside and in remote areas not everyone speaks English well.

**Do you offer just partial arrangements?**

Yes, participants often want to book the flights themselves. We therefore, almost only offer land arrangements from an airport. Usually from the international airport Jomo Kenyatta, Nairobi.

**On Safari**

**What is important with regard to health on a safari?**

In order to prevent malaria infection, there is drug treatment and exposure prophylaxis (protection against stings with suitable clothing and repellents). Depending on the season, tsetse flies can occur in some national parks. Some travellers react to stings with swelling. We also recommend good footwear with strong soles because of the acacia thorns. Flip-flops and open shoes are not recommended, except on the beach.

**We are happy to go on hikes. Can we also travel on foot during this trip?**

Trekking takes place only outside the national parks and is not offered by us. Guided walking safaris, which last 2 to 4 hours, are generally possible. Unfortunately this is not allowed everywhere. If you would like one or more walking safaris, we will try to plan the trip accordingly.

**Can the batteries for our equipment be recharged?**

Often the lodges/camps do not supply electricity until the evening hours (usually not during the day and at night). In some camps, the batteries/devices can be handed in for charging. Take the appropriate charger with you. Also ask your driver if you can charge your batteries/device in the vehicle. However, we recommend that you also carry sufficient batteries with you.

**We are used to vegetarian meals. What will we find on safari?**

For many lodges vegetarian menus are a matter of course. Small places such as the Tented Camps are flexible enough to accommodate individual wishes. Very often we offer a self-service buffet with a variety of options. It is helpful for us to find out about special wishes at an early stage so that we can take them into account.

**When and where can we buy souvenirs?**



There are numerous shopping possibilities. All larger lodges have their own shops. If you want to look around in a street shop or are looking for something in particular, you should point this out to your driver/guide.

**Is traveling with children in Kenya recommended?**

Absolutely. Our trips can be tailored to the needs of families with children. Africa offers many impressions and great experiences especially for children.

We do not recommend bush walks for children under the age of 12.

**I don't speak much English. Is a trip still possible?**

Yes, of course. Our guides are aware of this and have experience with participants who speak or understand little English. On request we try to organise a German speaking driver. However, we cannot guarantee this.

**Are the driver/guides sufficiently qualified to guide us safely through the chosen parks?**

Yes, our driver/guides are highly qualified and know the areas very well. We only work with drivers who have the appropriate training and are certified by the Kenyan Association of Professional Guides.

**What can be expected on very long car journeys? How long does the longest journey take?**

In principle, the duration depends on the chosen route. The longest stages can take 5 to 6 hours. Even if the trips are exhausting, many participants have experienced them as important and interesting. This way you get to know the country better.

**How many people travel in an off-road vehicle?**

Ideally 4 to 5 people per vehicle, so that everyone sits comfortably and has a window seat and access to the roof hatch for animal observations. If children travel with you, a car can accommodate up to 6 people. For 6 adults and more we recommend a second vehicle.

**What is the minimum number of days for a safari?**

We recommend at least 7 days so that you don't have time pressure and can get a good impression of the natural beauty.



## **Behaviour**

### **What rules of conduct have to be observed?**

Kenyans are tolerant people and are used to tourists. But keep in mind that there are predominantly Muslims on the coast and Christians in the interior. You should not wear overly revealing clothing - especially in restaurants and towns.

Always be friendly and correct in your dealings, this helps with contact.

### **Can I wear my jewellery? Is that a risk?**

The population is predominantly poor. Theft or robberies are therefore to be expected in larger cities. It is advisable here to refrain from wearing expensive jewellery and/or eye-catching watches. Cameras should also be used discreetly in cities.

Tip from Richard Schmid: "As a white person, I often have a large amount of money with me in cities (about 200 USD) so that I can give money in an emergency. I wear a cheap watch or none. I carry my camera in an inconspicuous plastic bag."

### **What about smoking? Can I do that in public?**

Smoking should be avoided in public places, especially in cities. If you want to smoke, it is best to ask on the spot whether it is allowed or not.

## **Miscellaneous**

The use of plastic bags in Kenya has recently been banned. Whoever sells, trades or throws away plastic bags risks a heavy fine.

## **Visa and Entry Requirements**

### **Do I need a visa for Kenya?**

Yes, all European citizens need a visa to enter Kenya. It is recommended to order the electronic visa early (at the latest one and a half months before entry): [www.ecitizen.go.ke](http://www.ecitizen.go.ke).

### **Is it possible to import money?**

Yes, it is possible to import foreign currency. However, the amount of imported Kenyan Shillings may not exceed the equivalent of USD 6000.

### **What should be considered when exporting equipment?**

It is advisable to carry purchase receipts for equipment you have brought with you (cameras, etc.). This will allow you to prove on departure that you did not purchase the devices in Kenya.



## General Terms and Conditions of Contract and Travel

The General Terms and Conditions of Contract and Travel govern the legal relationship between you and Lentim Safari for travel arrangements made by Lentim Safari or other services offered by Lentim Safari in its own name.

### 1. **Lentim Safaris Ltd.**

Behind Lentim Safari stands the sole proprietorship company based in Kenya. The company focus is safari design and providing the best outstanding experience to all our customers across the globe.

### 2. **Nature Preserving Safaris**

Lentim Safari tries to carry out the trips / safaris in a nature-conserving way. Animals are therefore not pursued and observation distances are observed as far as possible. This may lead to the fact that certain animals cannot be seen or can only be seen from a great distance. Lentim Safari cannot guarantee that animals such as lions, leopards and the like can be observed. Similarly, we cannot guarantee planned sightings, such as river crossings during migration time.

### 3. **Climate Fee**

As an ecologically responsible company, we pay a CO2 fee per participant. The amount is calculated with the help of Myclimate.org on the basis of the flight. Example: The fee for a flight Zurich - Nairobi return costs around CHF 65. You have the right to waive the fee if you note this on your registration form. If you do not object, we will pay the fee and invoice you for it.

### 4. **Safety**

Lentim Safari is about travelling safely and not taking unnecessary risks. This can lead to certain programme changes being made (e.g. during storms).

Travelling in a third world or developing country brings you into regular contact with people experiencing poverty. Although Kenya is considered a relatively stable, safe country, it is nevertheless advisable to inform yourself about current political and social developments.

We expressly draw your attention to the fact that the animals in protected areas and national parks are wild, even if the scenery and the behaviour of the animals appear amicable. For your own safety we ask you to follow the instructions of the guide and/or driver. This applies in particular to game drives and foot safaris.

### 5. **Accident / Illness**

Lentim Safari declines all liability for any illness or accident that may occur during the trip.

Passengers must have accident insurance and are responsible for all costs incurred in connection with illness and accidents.

Lentim Safari is a member of AMREF, Flying Doctors. This organisation provides first aid in case of emergency and guarantees transport from the place of the incident to Nairobi.

### 6. **Medication**

Malaria and other diseases, which can have severe disease consequences, occur in Kenya. Participants are requested to obtain information about vaccinations in good time before departure. Please contact your doctor or a vaccination institute.



## **7. Entry, Visa and Health Regulations**

### **7.1 Entry Regulations**

Participants, with the exception of citizens of EU or EFTA countries, must inquire about passport and entry regulations themselves.

### **7.2 Travel Documents and Visas**

If travel documents have to be issued or renewed, or visas need to be obtained, it is the participants' responsibility to do so. If a travel document is not available or is issued too late and you need to cancel the trip, the cancellation policy will apply.

### **7.3 Compliance with Regulations**

Travellers are personally responsible for compliance with entry, health and foreign exchange regulations. Before departure, check that you have all the necessary documents on you.

### **7.4 Refusal of Entr.**

Lentim Safari draws your attention to the fact that if you are refused entry, you will be responsible for the cost of your return journey. Eco Safari also expressly draws your attention to the legal consequences of banned goods and other imports.

## **8. Changes and Cancellations**

If you wish to change your booking or cancel the trip, you must notify Lentim Safari in person or by registered letter. Travel documents already received must be returned to Lentim Safari.

## **9. Cancellation Costs**

In the event of changes, rebooking or cancellations of a trip already booked, the following cancellation costs will be charged:

From date of written booking until 91 days prior to departure: USD 400 per person

60 - 21 days before departure: 75 % of the tour price

20 - 0 days before departure: 100 % of the tour price

The cancellation date is calculated on the basis of the arrival of your written cancellation at Lentim Safari. Your cancellation will be confirmed by e-mail. For arrival on Saturdays, Sundays and public holidays, the next working day applies.

## **10. Liability Regulations**

### **10.1 General Information**

Lentim Safari will reimburse you for the value of agreed but not performed or poorly performed services, your additional expenses or the damage suffered, within the framework of the following provisions, insofar as Lentim Safari was not able to provide an equivalent replacement service on site and insofar as Lentim Safari is liable.

### **10.2 Limitation of Liability, Exclusions of Liability.**

#### **10.2.1 International Agreements and National Laws**

If international agreements and national laws contain limitations or exclusions on compensation for damages arising from non-performance or improper performance, Lentim Safari shall be liable only to the extent of such agreements and laws.



International agreements and national laws with limitations and exclusions of liability apply in particular to transportation services (as in air transportation).

#### **10.2.2 Exclusions of Liability**

Lentim Safari is not liable if the non-fulfilment or improper fulfilment of the contract is due to the following causes:

- Failure on your part before or during the trip.
- Unforeseeable or unavoidable omissions on the part of a third party who is not included in the provision of the contractually agreed service.
- Force majeure or an event which Lentim Safari, the intermediary or the service provider could not foresee or prevent despite due care.

In such cases, Lentim Safari shall not be liable for any damages, compensation for immaterial damages, frustration damages, compensation for self-help, etc.

#### **10.2.3 Personal Injury**

Lentim Safari is liable for personal injury resulting from the non-fulfilment or improper fulfilment of the contract by Lentim Safari, based on the business insurance and within the framework of these General Conditions of Contract and Travel.

#### **10.2.4 Vacation Time Spent Uselessly**

Lentim Safari is not liable for uselessly spent holiday time, loss of enjoyment, frustration damage etc.

#### **10.2.5 Valuables, Cash, Credit Cards, etc.**

We expressly draw your attention to the fact that you are personally responsible for the safe storage of valuables, cash, jewellery, credit cards, photographic, video and communication equipment, etc.

Under no circumstances should you leave these items in an unguarded vehicle, in the hotel room or anywhere else. We are not liable for theft, loss, damage or misuse of lost check and credit cards etc.

#### **10.2.6 Flight and Timetables**

Even with careful travel organisation, we cannot guarantee that timetables will be adhered to. Delays can occur due to heavy traffic, traffic jams, accidents, airport congestion, detours, delayed border clearances, natural disasters, etc. In all these cases we cannot be made liable. We advise you to consider possible delays in your travel planning.

#### **10.2.7 Events during the Trip**

In addition to the agreed itinerary, it is possible to book local events or excursions during the trip. It is also possible that such events and excursions may involve risks. It is your own responsibility whether you participate in such events and excursions. These events and excursions are organized by third parties (third party services). Therefore, Lentim Safari is not your contracting party and is not liable in any way.

#### **10.2.8 Liability of Rented Means of Transport**

Lentim Safari is not liable for vehicles which Lentim Safari rents from third parties within the scope of the provision of services. The hiring company is liable for damaged and unsafe vehicles. Lentim Safari, on the other hand, is obliged to check the vehicles for roadworthiness and safety (functioning seat belts, suitable tyre treads).





## **10.2 Statute of Limitations**

All claims are subject to a limitation period of one year after the contractual end of the trip. Shorter periods of limitation shall remain reserved in the case of applicable international agreements, laws based on international agreements or national laws. Likewise reserved are longer periods of limitation which cannot be changed contractually.

## **11. Cancellation Cost Insurance**

We recommend that you take out a cancellation insurance policy or a return travel cancellation insurance policy. This covers the cancellation costs in the event of an insured event. The insurance policy in force at the time is decisive. In the event of cancellation of your trip, the premium for the cancellation cost insurance remains due.

## **12. Conclusion of Contract**

### **Travel Registration**

The contract between you and Lentim Safari comes into effect with the unconditional acceptance of your written, telephone or personal registration with Lentim Safari. From this moment on, the rights and obligations arising from the contract (including these General Terms and Conditions) will become effective for you and Lentim Safari.

If the person booking registers further travel participants, he/she is responsible for their contractual obligations (in particular payment of the travel costs) as for his/her own obligations. The contractual agreements and these General Terms and Conditions of Contract and Travel shall apply to all tour participants.

### **Name Details**

When booking, you are obliged to state your name and the names of your fellow travellers as indicated on the identity documents (passports) used for the journey. If the names on the travel documents, in particular on the flight ticket, do not match the names on the identity documents, the travel service may be refused, e.g. by the airline, or costs may be incurred for reissuing the ticket. In this case, services booked but not used will not be refunded.

### **Services**

The scope of the contractual services results from your personal travel arrangement (travel programme and offer) and the booking confirmation. Changes and special requests are only part of the contract if they have been confirmed in writing by Lentim Safari.

## **13. Prices and Payments**

### **13.1 Prices and Offer**

The prices for the travel arrangements and the services included in the prices can be found in your personal travel offer. Unless otherwise stated, prices are per person and are quoted in US dollars. For price changes see paragraph 14.

### **13.2 Down Payment**

Upon receipt of the booking confirmation, a deposit of 50% of the total amount per person must be paid within 10 days.



### **13.3 Final Payment**

Together with your travel documents you will receive an invoice for the outstanding amount. Payment for the balance of the travel cost must be made at least 30 days before departure. In the case of late payment, Lentim Safari is entitled to refuse the travel services and to claim the cancellation costs according to clause 9.

### **13.4 Short-Term Booking**

In the case of a short-term booking, 30 days and less before departure, the full amount will be invoiced with the booking confirmation and must be paid immediately upon receipt of the booking confirmation.

## **14. Price Changes after Conclusion of Contract**

Price increases after conclusion of the contract may occur in the following cases:

- Subsequent increase of transport costs (e.g. fuel surcharges)
- Newly introduced or increased charges or fees (e.g. airport taxes, park entrance fees)
- Introduction or increase of taxes and government levies, government-imposed price increases, etc.
- Changes in exchange rates (prices are quoted in US dollars)

If the costs of the above travel services increase, they will be passed on to you. The travel costs increase accordingly.

Lentim Safari will inform you about a price increase at least 4 weeks before the start of the trip. If the price increase is more than 10% of the original travel price, you are entitled to the following rights:

You can accept the change of contract

OR

You can withdraw from the contract in writing within 5 days of receipt of our notification and you will be reimbursed immediately for the travel costs already paid.

## **15. Flights**

Booking with an airline is made by the participant upon registration for the safari.

If the trip is cancelled, the participants must pay the flight cancellation costs. It is advisable to take out travel cancellation insurance and to inform yourself about the costs being covered by the insurance.

## **16. Minimum Number of Participants**

In principle, there is no minimum number of participants.

However, there is a minimum number of participants for some trips offered by Lentim Safari. If less than the minimum number of participants is booked for such a trip, Lentim Safari may cancel the trip at least 4 weeks prior to the scheduled start of the trip.

## **17. Programme Changes, Cancellation of Services**

Lentim Safari may change the programme or individual services for legally permissible reasons, provided that this does not result in any significant change to the programme or the character of the trip. Should unforeseeable events, such as force majeure (e.g. natural



disasters, epidemics, and unrest), official measures of any kind or strikes, make the trip considerably more difficult, dangerous or impossible, Lentim Safari may cancel the trip.

#### **18. Travel Abandonment by Participants**

If you abandon the trip prematurely, the costs of the travel arrangement will not be refunded. Any unused services not charged to Lentim Safari, will be refunded to you, subject to an appropriate handling fee.

#### **19. Declaration**

The participants sign a self-declaration. With this they confirm that they travel at their own risk and have to bear some risks themselves and waive respective legal claims.

## **Data Protection**

### **Data Privacy Statement**

Personal data (hereinafter referred to as "data") will only be processed by us wherever necessary and for the purpose of providing a functional and user-friendly Internet presence, including its contents and the services offered there.

With the following data protection declaration, we are informing you in particular about the type, scope, purpose, duration and legal basis of the processing of personal data, insofar as we decide on the purposes and means of processing either alone or together with others. In addition, we are informing you hereafter about third-party components used by us for optimisation purposes and to increase the quality of usage, insofar as data is processed by third parties on their own responsibility.

Our data protection declaration is structured as follows:

- I. Information about us as responsible party
- II. Rights of users and those concerned
- III. Information on data processing

### **Server Data**

For technical reasons, in particular to ensure a secure and stable Internet presence, data is transmitted to us or to our web space provider via your Internet browser. With these so-called server log files, the following is collected: the type and version of your Internet browser, the operating system, the website from which you switched to our Internet presence (referrer URL), the website(s) of our Internet presence that you visit, the date and time of the respective access and the IP address of the Internet connection from which the use of our Internet presence is made.

The data collected in this way is temporarily stored, but not together with other data from you.

The data will be deleted after seven days at the latest, as long as no further storage is necessary for evidence purposes. Otherwise, the data shall be completely or partially excluded from deletion until the final clarification of an incident.



## Cookies

### a) Session Cookies

We use so-called cookies with our Internet presence. Cookies are small text files or other storage technologies that are stored on your device by your Internet browser. These cookies process some of your information, such as browser or location information or your IP address.

This processing makes our Internet presence more user-friendly, more effective and safer, as the processing enables, for example, the reproduction of our Internet presence in different languages or the offer of a shopping basket function.

The session cookies are deleted when you close your Internet browser.

### b) Third-Party Cookies

If applicable, cookies from partner companies with whom we cooperate are used for the purpose of advertising, the analysis or the functionalities of our Internet presence.

Please refer to the information hereafter for details, in particular on the purposes and legal bases for processing such third-party cookies.

### c) Possibility of Removal

You can prevent or restrict the installation of cookies by adjusting your Internet browser settings. Likewise, you can delete cookies that have already been stored at any time. However, the steps and measures required for this depend on the specific Internet browser you are using. If you have any questions, please use the help function or documentation of your Internet browser or contact its manufacturer or user support. In the case of so-called flash cookies, however, processing cannot be prevented via the browser settings. Instead, you must change the settings of your flash player. The steps and measures required for this also depend on the flash player you are using. If you have any questions, please also use the help function or documentation of your flash player or contact the manufacturer or user support.

Should you prevent or restrict the installation of cookies, this may result in not all functions of our website being fully usable.