



Customer Booking Terms and Conditions

Effective Date: 13/02/2026

1. Introduction

These Terms and Conditions govern all bookings and travel services provided by Countryside Safari Agency. By making a booking with the company, the customer agrees to comply with the terms outlined in this document.

Countryside Safari Agency operates as a travel agency facilitating bookings for flights, accommodation, tours, and vehicle rentals in partnership with airlines, hotels, and transport providers.

2. Booking Process

Bookings may be made through the company's website, email, phone, WhatsApp, or in person at our offices.

A booking is confirmed only after:

- The required payment or deposit has been received, and
- The customer receives a booking confirmation from Countryside Safari Agency.

Customers are responsible for providing accurate personal information necessary for bookings, including names, identification details, and travel dates.

3. Pricing and Payments

All prices quoted are subject to availability and may change until a booking is confirmed.

Payments may be made through:

- Bank transfer
- Mobile money
- Online payment platforms
- Other approved payment methods

Full payment may be required before tickets, hotel reservations, or tour services are finalized.

4. Flight Bookings

Countryside Safari Agency facilitates domestic flight booking for clients as and when required.

Customers are subject to the airline's terms and conditions, including baggage allowances, check-in times, and cancellation policies.

The company is not responsible for:

- Airline schedule changes
- Flight delays or cancellations
- Lost or delayed baggage

However, the company will assist customers in resolving such issues where possible.

5. Tour Packages

Tour packages may include transportation, accommodation, guides, and entrance fees to tourist attractions.

Customers must follow safety instructions provided by tour guides and staff. Countryside Safari Agency reserves the right to modify itineraries where necessary due to weather, safety concerns, or operational issues.

6. Car Rentals

Car rental services may be provided through third-party operators.

Rental conditions may include:

- Valid driver's license
- Security deposit where applicable
- Compliance with local traffic laws

Customers are responsible for any damages, fines, or violations incurred during the rental period.

7. Customer Responsibilities

Customers are responsible for:

- Providing accurate booking information
- Carrying valid identification and travel documents
- Arriving on time for flights, tours, and transport services
- Complying with local laws and regulations during travel

8. Liability

Countryside Safari Agency acts as an intermediary between customers and service providers such as airlines, hotels, and transport operators.

While the company strives to work with reputable partners, it cannot be held liable for actions, omissions, or service failures of third-party providers.

9. Force Majeure

The company shall not be liable for disruptions caused by circumstances beyond its control, including:

- Weather conditions
- Natural disasters
- Government restrictions
- Security incidents
- Public health emergencies

In such situations, the company will make reasonable efforts to assist customers with alternative arrangements.

10. Governing Law

These Terms and Conditions shall be governed by the laws of the Republic of Ghana.

11. Amendments

Countryside Safari Agency reserves the right to update these Terms and Conditions periodically. Updated versions will be published on the company website or communicated to customers where necessary.