



TERMS & CONDITIONS

WELLNESS IN THE WILD & PILATES SAFARI BOOKING TERMS AND CONDITIONS

These conditions apply to Bookings made for the Wellness in the Wild & Pilates Safari Retreat, operated by Pure Wilderness (operated by Hunter Gray & Hack Safaris Ltd) in partnership with Serenity Spa, Karisia Walking Safaris & Vic Hodgson. All Bookings are subject to the terms set out below.

MAKING A BOOKING:

Booking requests are only considered to be received if they are received in writing / by email. Bookings will only be confirmed upon receipt of your deposit payment in the account of Hunter Gray & Hack Safaris Ltd. Receipt of deposit payment is confirmation of your acceptance of the terms and conditions outlined here.

Provisional Bookings will be held for a maximum of 10 days where applicable. If confirmation and deposit are not received within this period, the provisional Booking will automatically expire and must be rebooked, subject to availability.

By securing your place, you are confirming participation in a fixed-package group retreat. This booking is for a complete experience; individual elements may not be separated, transferred, exchanged, or removed for credit. The price reflects the total package, and guests who choose not to participate in any scheduled activities or inclusions will not be entitled to any refund or substitution. Wellness in the Wild & Pilates Safari is a specialised retreat combining a structured Pilates programme with safari, nature, and spa experiences. By booking, you are confirming your understanding that Pilates is a primary focus of the retreat.

DEPOSIT AND PAYMENTS:

A deposit of 30% of the total amount of the package price (or greater if specified in your invoice due to date of travel, etc) must be received into the bank account of Hunter Gray & Hack Safaris Ltd in order to confirm your Booking.

The balance of payment must be received into the bank account of Hunter Gray & Hack Safaris Ltd at least 60 days prior to the date of arrival (unless otherwise stated in the payment terms set out in your invoice). If a Booking is made within 60 days of the date of arrival, the full invoice amount has to be paid within 5 days of the date of the Invoice and is required to be received to confirm your Booking.

Notwithstanding the below cancellation policy and any other rights it may have, we may cancel your Booking in the event of non-compliance hereof and may charge a penalty interest of 7.5% per annum on any overdue amounts (without becoming liable for damages).

Any applicable bank charges are for your expense and should be covered in your payment.

CANCELLATION OR NO SHOW:

Any amendments to your Booking or cancellation must be made in writing / by email to the business email addresses of Pure Wilderness (operated by Hunter Gray & Hack Safaris Ltd) AND must be acknowledged in writing. If such notice is not received in writing and no acknowledgement has been given in writing it will not be considered to be valid.

In the event of cancellation or amendment of a Booking after Confirmation the following policy will apply (unless otherwise stated in the payment terms set out of your quotation):

- From Confirmation up to 121 days prior to arrival – your deposit will be refunded less 15% of the total amount quoted for your itinerary
- 120 and 61 days prior to arrival – 30% of the total amount quoted for your itinerary will be non-refundable
- 60 to 31 days prior to arrival – 50% of the total amount quoted for your itinerary will be non-refundable
- 30 days or less prior to arrival – 100% of the total amount quoted for your itinerary will be non-refundable
- No refunds will be made in case of late arrival or no show or if guests join a trip but leave before its completion.

Where applicable, refunds will be processed within 30 days of receiving written cancellation confirmation.

ITINERARY MODIFICATIONS:

Hunter Gray & Hack Safaris Ltd reserves the right to modify the itinerary at its discretion should circumstances arise that necessitate such changes. These changes may include but are not limited to alterations for safety, weather, operational requirements, or participant well-being. While we aim to deliver the itinerary as published, flexibility is essential in a wilderness environment.

MINIMUM REQUIREMENTS FOR ACTIVITIES:

Certain activities during the retreat, such as the Tigoni Tea Farm Hike and other optional excursions, have a minimum participant requirement. These activities will only proceed if the minimum number of guests needed to run the activity is met. If the minimum number is not reached, these activities may be canceled or substituted with an alternative experience. Hunter Gray & Hack Safaris Ltd will notify you of any cancellations or changes to these activities in advance.

PACKAGE INCLUSIONS:

- 8 nights accommodation – 3 nights Nairobi, 1 night Nanyuki, 2 nights Tumaren Satellite Camp, 2 nights Tumaren Camp. Note: depending on international flights, nights in Nairobi may be split to include 2 nights at the start and 1 at the end of the trip instead of the 3 nights at the start of the trip currently shown in the itinerary.
- All meals as per itinerary (excluding dinner on one free evening in Nairobi)
- Airport transfers
- Road transfers to Nanyuki and Tumaren; charter flight from Tumaren to Nairobi
- Guided tours and cultural activities in Nairobi and Nanyuki
- 7 Pilates sessions led by Vic Hodgson
- 3 Spa treatments (2 at Serenity Spa, 1 at Tumaren Camp)
- Breathwork workshop
- AMREF Flying Doctors emergency evacuation cover
- Conservancy fees for Ol Pejeta Conservancy and Tumaren

PACKAGE EXCLUSIONS:

- International airfare
- Entry visas
- Medical and travel insurance (mandatory)
- Tips and gratuities (recommended: \$20–30 per traveller per day)
- Items of a personal nature and additional purchases
- Dinner on one free evening in Nairobi

CURRENCY:

All prices and rates are quoted and invoiced in US\$ and all payments must be made in US\$. Payment in other currencies will only be accepted by pre-arrangement.

MEDICAL AND TRAVEL INSURANCE:

Hunter Gray & Hack Safaris Ltd will not accept guests on the Wellness in the Wild & Pilates Safari Retreat unless full travel and medical insurance has been taken out by that guest. Insurance should be arranged when the initial deposit is paid and details provided. If a client does not have full travel and medical insurance we are entitled to cancel the Booking and cancellation fees will apply accordingly.

As well as mandatory medical insurance, all guests travelling with Hunter Gray & Hack Safaris Ltd are advised to secure Comprehensive Travel Insurance that will cover personal baggage and money loss, as well as travel curtailment, changes or extension, regardless of any official COVID-19 travel advisory and providing any necessary cover in case of contraction of any illness, including COVID-19. While every care is taken to ensure the health of our guests, Hunter Gray & Hack Safaris Ltd accepts no liability if a guest contracts any illness (including COVID-19), during their travels.

WELLNESS ACTIVITIES AND SAFETY:

While the Wellness in the Wild & Pilates Safari Retreat involves activities in nature, including outdoor Pilates sessions, nature walks, and spa treatments, please be aware that physical activities require a reasonable level of fitness. It is your responsibility to consult a healthcare professional to ensure you are fit to participate in these activities. Hunter Gray & Hack Safaris Ltd does not accept liability for any injuries sustained during the retreat.

WILD ANIMALS:

Safaris in Africa entail a certain degree of risk. Please be aware that the Wellness in the Wild & Pilates Safari Retreat may take guests into close contact with wild animals. Attacks by wild animals are rare, but no safari into the African wilderness can guarantee that this will not occur. Neither the company, nor its employees, nor its agents can be held responsible for any injury or incident on the safari.

RATES:

While we will make every effort to maintain the rates provided for the *Wellness in the Wild & Pilates Safari Retreat* package, Hunter Gray & Hack Safaris Ltd reserves the right to adjust pricing.

Please note: All pricing for the *Wellness in the Wild & Pilates Safari Retreat* is based on shared accommodation. A single supplement will apply for guests who choose not to share a room. This must be confirmed at the time of Booking and is subject to availability.

DISCLAIMER:

This agreement is made subject to, and shall be governed and construed according to, the laws of Kenya notwithstanding its place or performance or acceptance and all actions shall take place in the Courts of Kenya. Neither Hunter Gray & Hack Safaris Ltd, nor any person acting for or on its behalf, shall be liable for any loss or damage whatsoever. This includes, without limitation, any errors or omissions in brochures or promotional materials, non-confirmation or late confirmation of Bookings, or loss or damage resulting from delays, illness, injury, or death—whether or not caused by negligence. Participation in the Wellness in the Wild & Pilates Safari Retreat is undertaken at the guest's own risk.

The company reserves the right at its discretion to cancel or modify the retreat itinerary, including routes, accommodation, activities, or pricing, at any time and for any reason, including but not limited to safety concerns, weather, government regulations, strikes, war, or other force majeure events. Any additional costs incurred due to such changes will be the responsibility of the guest.

Hunter Gray & Hack Safaris Ltd also reserves the right, at its discretion and without liability or cost to itself, to cancel or terminate a guest's participation in the retreat if that guest is found to be ill, acting illegally, or behaving in a manner incompatible with the nature or spirit of the retreat. In such circumstances, no refunds will be provided. Please note in the case of group bookings the person submitting the booking guarantees they have the authority to act on behalf of all individuals included in the reservation and agrees to be personally liable for the total cost of the booking in the event of non-payment by any of the other listed participants.

ACKNOWLEDGEMENT & ACCEPTANCE OF TERMS

By signing below, I acknowledge that I have read, understood, and agree to the above Terms and Conditions for the Wellness in the Wild & Pilates Safari Retreat, as operated by Pure Wilderness and Hunter Gray & Hack Safaris Ltd.

Guest Full Name: _____

Signature: _____

Date: _____