



SIERRAFRICA DIASPORA CONNECT

Heritage and Legacy Tour

Terms and Conditions of Booking and Travel

Important Notice

All contracts between SierrAfrica Diaspora Connect (hereinafter referred to as “SADC,” “we,” “us,” or “our”) and its clients (“you,” “your,” or “the lead traveler”) are made under the terms set out below. These terms are governed by Georgia State Law, and both parties agree to submit to the jurisdiction of the courts of the State of Georgia at all times.

1. Why Should I Read This Information?

These Terms and Conditions form an important part of our agreement with you and constitute the basis of a legally binding contract between:

- The lead traveler making the booking (and anyone else included in your booking), and
- SierrAfrica Diaspora Connect (SADC).

When you make a booking as the lead traveler, you confirm that you:

- Are 21 years of age or older.
- Have the authority to accept these terms on behalf of everyone in your party.
- Agree to comply with all booking conditions, which are governed by Georgia State Law.

Please read these terms carefully as they explain the responsibilities and obligations of both parties.

2. Booking and Payment

- When making a booking, the lead traveler guarantees they are authorized to accept these conditions on behalf of all travelers named in the booking.
- This Heritage and Legacy tour is a fundraiser. The \$300 non-refundable deposit is a tax-deductible contribution. Global Peace Media, our fiscal sponsor, will provide a receipt for your tax-deductible gift that will be used towards life-affirming infrastructure projects on Tasso Island and preservation of the ruins on Bunce Island.
- Once we receive your booking request and deposit, we will send a Booking Confirmation to the lead traveler. This confirmation will include details of your trip and any special requests we have acknowledged.
- A binding contract comes into effect once we issue this confirmation. Please check it carefully and notify us immediately of any errors.
- Tour rates are based on double occupancy. Single rooms and multiple-occupant suites may be arranged upon request. We will customize your tour to suit your housing needs.
- The balance of your tour cost must be paid at least 8 weeks before departure. If you book within 8 weeks of departure, full payment is required at the time of booking. If the balance is not received by the due date, we reserve the right to cancel your booking, retain your deposit, and apply cancellation charges as outlined in Section 6.

3. Can I Change My Arrangements?

Yes, changes may be possible, subject to availability and administrative fees. Any change requested after booking must be made in writing by the lead traveler. Changes may incur additional costs depending on the deposit requirements of the housing and planned activities. These costs will be communicated before confirming amendments.

4. Can I Transfer My Booking to Someone Else?

You may transfer your booking to another person, provided:

- The request is made in writing by the lead traveler.
- All costs associated with the transfer are paid.
- The new traveler accepts these Terms and Conditions.
- Transfers must be requested at least 14 days before departure.

5. How Can I Cancel My Tour?

If you wish to cancel, you must notify us in writing as soon as possible. The date of cancellation will be the date we receive your written notice. Cancellation charges will apply (see Section 7).

6. Scale of Cancellation Charges

Cancellation charges are calculated based on the number of days before departure that written notice is received:

- More than 60 days before departure, all costs are refunded except the deposit.
- 59–30 days: 50% of the tour cost will be refunded, minus the nonrefundable deposit.
- 29–15 days: 25% of the tour cost will be refunded, minus the nonrefundable deposit.
- No refunds after 14 days

7. Alterations to Your Tour by Us

Occasionally, it may be necessary to make changes to the itinerary based on events outside of our control. If changes are made, we will inform you as soon as possible (e.g., itinerary).

8. Our Responsibility to You

We accept responsibility for ensuring the services you book with us are provided as described. However, we cannot accept liability for:

- Acts or omissions of third-party providers.
- Events outside of our control.

9. Leaving the Main Party

If you choose to leave the group during the trip for activities outside the planned itinerary, you will be responsible for your own safety and security. SierrAfrica Diaspora Connect will not be responsible for any costs, delays, or issues arising from your decision. Refunds will not be given for unused services.

10. What to Do If You Have a Complaint

If you are unhappy with any aspect of your tour, you must inform your tour representative immediately so that we can attempt to resolve the issue. If unresolved, please submit your complaint in writing within 28 days of returning home. We will make every effort to resolve your concerns fairly and promptly.

11. Hotel Facilities

All facilities described are subject to availability.

12. Health and Safety on Tour

It is your responsibility to ensure you comply with health and safety regulations in the destinations visited. To protect your travel investment, comprehensive travel insurance is mandatory. Proof of valid coverage must be provided no later than 30 days before departure. At a minimum, policies must include:

- Emergency Medical Coverage: at least \$100,000 (including COVID-19)
- Medical Evacuation and Repatriation: at least \$250,000
- Trip Cancellation/Interruption: coverage for non-refundable trip costs
- Baggage and Personal Effects: coverage for loss or theft
- Travel Delay: coverage for meals, lodging, and transportation in case of disruptions.

13. Passenger Behavior

We reserve the right to refuse travel or terminate your tour without refund if your behavior is disruptive, threatening, or unsafe.

14. Pick-up Points, Itineraries, Travel Documents, and Passports

Ensure you arrive at your pick-up point on time. We are not liable for missed departures due to late arrival. Travelers are responsible for valid passports, visas, and mandatory vaccinations, including proof of yellow fever vaccination as required for entry into Sierra Leone.

15. What Happens If I Am Delayed?

If delays occur due to weather, strikes, or other reasons beyond our control, we will assist where possible but cannot accept liability for additional costs. Travel insurance is highly recommended.

16. Do I Need to Take Out Travel Insurance?

Yes, comprehensive travel insurance is recommended. Please refer to Section 15 for mandatory insurance requirements.

17. Passengers with Disabilities

Please inform us at the time of booking of any disabilities or special requirements. We will make reasonable efforts to accommodate your needs, but we cannot guarantee all requests.

18. Special Requests

Special requests must be made in writing at the time of booking. While we will do our best to meet them, we cannot guarantee fulfillment.

19. Inclusions and Exclusions

Your tour price includes:

- Accommodation (based on double occupancy unless otherwise arranged).
- Ground transportation within Sierra Leone.
- Meals as specified in the itinerary.

- Entry fees and scheduled activities as listed in the itinerary
- Tour guides and facilitators.

Not included in the tour price:

- International airfare to and from Sierra Leone.
- Visa fees, passport costs, and vaccinations.
- Travel and medical insurance.
- Optional excursions or personal activities outside the group itinerary.
- Personal expenses (laundry, beverages, souvenirs, phone calls, etc.).
- Gratuities for guides, drivers, and hotel staff.

20. Currency and Payment Methods

All prices are quoted in U.S. dollars (USD). Payments may be made by credit card, debit card, wire transfer, or PayPal. All bank or processing fees are the responsibility of the traveler.

21. Traveling with Children

Children must be supervised by an adult at all times. Certain activities may not be suitable for children.

22. Privacy & Data Protection

We respect your privacy and are committed to protecting your personal data. Information collected is used solely for processing your booking and ensuring your travel arrangements. We do not share your data with third parties except where necessary to fulfill your booking.

23. Force Majeure

We shall not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms and Conditions caused by events outside our reasonable control ("Force Majeure Events"). Such events include but are not limited to: natural disasters, pandemics, epidemics, acts of terrorism, war, civil unrest, strikes, government restrictions, or changes in applicable laws.

In the event of a Force Majeure Event:

- We will make reasonable efforts to reschedule your tour. If rescheduling is not possible, unrecoverable costs already incurred by SADC will be deducted from refunds.
- Travel insurance should be considered to cover losses related to Force Majeure Events.

24. Photography and Media Release

By participating in the tour, you grant SierrAfrica Diaspora Connect the right to capture your image, likeness, and voice in photographs, video, or audio recordings for promotional, educational, and archival purposes. If you do not wish to appear in such media, you must notify us in writing before the start of the tour.

25. Governing Law and Dispute Resolution

These Terms and Conditions are governed by the laws of the State of Georgia, United States. Any disputes arising out of or in connection with your booking shall first be subject to good faith negotiation. If not resolved, disputes shall be submitted to mediation in Georgia. If mediation fails, disputes shall be resolved by binding arbitration in accordance with the rules of the American Arbitration Association.

By booking with SierrAfrica Diaspora Connect, you agree to these Terms and Conditions.