

# RoyalChoice Travel Limited

1st Floor, Unit F-79, Spur Mall Exit 12-13 Thika Super Highway  
Ruiru, Kenya.

Mobile: +254 783 027 111  
Email: [deals@royalchoicetravel.com](mailto:deals@royalchoicetravel.com)  
Website: [www.royalchoicetravel.com](http://www.royalchoicetravel.com)



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## RoyalChoice Travel Limited Booking Terms and Conditions

**Last Updated:** February 16, 2024

**Please read these Booking Terms and Conditions carefully before making a booking with RoyalChoice Travel Limited ("RoyalChoice", "we", "us", or "our"). By making a booking, you agree to be bound by these terms and conditions.**

### 1. Booking Confirmation:

A booking is only confirmed upon receiving a confirmation voucher from RoyalChoice. This means the hotel, airlines, or other service providers have confirmed the booking. When you make a payment, your booking is considered provisional until you receive a confirmation voucher and tickets from RoyalChoice. RoyalChoice reserves the right to cancel any booking that has not been confirmed with a voucher.

### 2. Payment:

All payments must be made in the currency specified by RoyalChoice. We accept payments through secure channels authorized by RoyalChoice. We are not responsible for payments made to other channels. Please confirm our bank details before sending any wire transfers. Your booking will be considered incomplete until full payment is received.

### 3. Cancellation Policy:

- Hotel Cancellations:
  - 0-60 days to travel date: 100% refund less service charge.
  - 45-59 days to travel date: 75% refund less service charge.
  - 30-44 days to travel date: 50% refund less service charge.
  - 29 days or less to travel date: No refunds.
- All cancellations must be made in writing and sent to RoyalChoice via email or through the online cancellation portal.
- Please note that refunds are issued as credit vouchers, not cash. The voucher amount will take into account cancellation fees, service charges, and any other expenses incurred due to the cancellation.

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- Other service providers (flights, tours, etc.) may have different cancellation policies, which will be communicated during the booking process.

## **4. Changes to Bookings:**

Any changes to bookings, including date changes, room type changes, or passenger name changes, are subject to availability and may incur additional fees. Requests for changes should be made in writing and sent to RoyalChoice via email or through the online booking portal.

## **5. Travel Documents:**

It is your responsibility to ensure you have all necessary travel documents, including passports, visas, and insurance, prior to travel. RoyalChoice is not responsible for any denied boarding or travel disruptions due to incomplete or invalid documentation.

## **6. Travel Regulations:**

You are responsible for complying with all travel regulations, including immigration and customs requirements. RoyalChoice is not responsible for any fines or penalties incurred due to non-compliance with travel regulations.

## **7. Liability:**

RoyalChoice acts as an intermediary between you and travel service providers. We are not responsible for any acts or omissions of the service providers. Our liability is limited to the amount paid by you for the booking. We are not liable for any consequential, indirect, or incidental damages.

## **8. Force Majeure:**

RoyalChoice is not responsible for any cancellations or disruptions caused by force majeure events, including natural disasters, political unrest, strikes, or pandemics.

## **9. Dispute Resolution:**

RoyalChoice is committed to providing excellent customer service and resolving any disputes fairly and amicably. However, we will not tolerate malicious, untrue, or damaging statements or the use of inappropriate language online, on social media,

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or through any other channels. In such cases, RoyalChoice reserves the right to seek compensation for damages caused to its reputation or business. Any other disputes arising out of these Booking Terms and Conditions shall be settled amicably through negotiation. If an amicable settlement is not possible, the dispute shall be submitted to binding arbitration in accordance with the Arbitration Act of Kenya.

## 10. Promotional Communications:

By providing your contact information, you consent to receiving promotional communications from RoyalChoice via SMS, email, and WhatsApp. If you wish to unsubscribe from these communications, please notify us in writing, and we will remove you from the list within 7 days.

## 11. Loyalty Reward Program (RoyalPoints):

When you confirm a booking, you automatically earn RoyalPoints, equivalent to 1 KES each. The points earned are clearly indicated in your quotation. RoyalPoints are redeemable 90 days after your travel date, provided the booking is not canceled. You can redeem your points as cash or discounts for future trips with RoyalChoice.

## 12. Media and Photography

By participating in our holidays, you acknowledge that you may be photographed or filmed. RoyalChoice reserves the right to use these images and videos for marketing purposes unless you explicitly object.

- If you do not wish to have your photos or videos used, you must:
  - **Avoid being photographed or filmed during your travels.**
  - **If you are photographed or filmed, immediately notify RoyalChoice in writing of your objection to the use of the content.**
- Failure to notify RoyalChoice in writing within the stipulated timeframe waives your right to compensation and legal action.

## 13. Contact Us:

If you have any questions about these Booking Terms and Conditions, please contact us at:

- Email: [deals@royalchoicetravel.com](mailto:deals@royalchoicetravel.com)
- Phone: +254783027111

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## 14. Governing Law

- These Booking Terms and Conditions shall be governed by and construed in accordance with the laws of Kenya.

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