

Welcome to Tripsguru.

These terms explain how our travel services work. We've kept things short, clear, and easy to understand.

When you book a trip with us, you agree to these terms. This helps us to serve you better.

1. What We Do

We help you plan and book your travel. This includes:

- Flights, hotels and transport bookings,
- Holiday packages and tours,
- Visa guidance and advisory (non-guarantee),
- Travel insurance referrals, destination information, itinerary planning and other travel logistics you may require.
- We work with trusted travel partners.

2. Making a Booking

To lock in your booking, we need your correct details (names as per passport, travel dates, etc.), and payment (a 50% deposit of the cost of the trip) or as advised.

Prices may change until payment is confirmed.

3. Changes, Cancellations & Refunds

The plan on the itinerary is normally followed, however, should there be any changes, just let us know in writing.

Refunds depend on the rules of airlines, hotels, and other partners. Some bookings can't be changed or refunded.

Apart from the applicable cancellation policies from our partners, the following cancellation fees will apply:

- No show: 100%
- 1-7 days: 75%
- 7-14 days: 50%
- More than 14 days: 25%

If a Travel Partner Cancels

We'll help you find the best alternative or request a refund based on their policy.

No-Shows

If you don't show up for a flight, hotel check-in, or tour, the booking is usually lost and not refundable.

4. Passports, Visas & Travel Requirements

Please make sure your passport, visas, and required documents are valid.

We can guide you, but visa approval is up to the embassy, and immigration decisions are beyond our control.

5. Travel Insurance

Travel can be unpredictable, and thus, the company shall not be liable for any loss or damage suffered to personal property and travellers. We recommend getting travel insurance to protect you from unplanned or unforeseen circumstances like medical issues, cancellations, delays, or lost possessions.

6. Our Responsibility

We act as your booking partner. We rely on airlines, hotels, and tour operators to deliver their services.

The company is here to assist you, and take every care while at it, however, we're not responsible for things outside our control; like delays, weather, or rules set by travel partners.

Our responsibility is limited to the service fees you pay us directly.

The company may contract third party partners to make your trips and travel more pleasurable, we ensure that all the above terms shall apply in that case.

7. Your Responsibility

You agree to:

- Share correct and complete information
- Follow travel partner rules (airlines, hotels, tour operators)
- Make payments on time
- Travel responsibly and respectfully

8. Things Beyond Our Control

Sometimes unexpected events happen—weather changes, political issues, natural disasters, pandemics, government restrictions, war, technical failures, health emergencies, and other disruptions. If they do, we'll do our best to assist, but some things are outside our hands.

9. How We Use Your Information

We only collect your personal information to help you book your trip.

We keep your data safe and only share it with trusted partners involved in your booking.

10. Questions or Complaints

If something goes wrong, please tell us as soon as possible.

We'll do our best to fix it quickly and fairly.

11. Governing Law

These terms follow the laws of Kenya.