



TERMS AND CONDITIONS

Reservations

- 1- All bookings will be made to LCC-CTM travel through a booking Form available on KCB , CTM website or Local KCB branch .
- 2- All services will be subject to availability and confirmation at the time of booking .
- 3- Rates will be quoted subject to confirmation rates and Services available .

Payment Terms:

- 1- All Cruise Bookings will be secured with a 300 USD Per person Non Refundable.
- 2- All Flight Bookings will be Secured with USD 75 Non Refundable
- 3- KCB Card Holders will receive a 7% Discount on Cruise fare only.
- 4- Easy Payment plan is available on request.

Cancellation Policies:

- 1- Cruise & Flight Deposit Nonrefundable
- 2- 49 – 31 days prior to the departure date, 50% charge applies on the entire booking value
- 3- 30 – 15 days prior to departure date, 75% charge applies on the entire booking value
- 4- 14 days or less prior to the departure date 100% charges applies .
- 5- No shows 100% charge applies on the entire booking value .
- 6- Flight cancellation charges, change of reservation and refund charges will be as per airline policy
- 7- Where refunds for the flight tickets are allowed, the refund will be applied for by LCC- CTM .
- 8- Travel and will be refunded to KCB Card Holder Account once it has been received back from the airline.

Travel Insurance

- 1- We Strongly recommend Travel Insurance to cover the whole Journey , which will cover cancellations, medical emergencies, and other unforeseen events. LCC-CTM will assist to secure an appropriate insurance with our various Partners

Health and Safety Regulations

- 1- Requirements regarding vaccinations and other health measures will be provided at the time of booking by LC-CTM travel

A Comprehensive terms and conditions may be accessed through our website www.ctm-travel.co.ke



Kind Regards
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