

Terms & Conditions

Booking Conditions

In the following, Junglewalla.com will be referred to as JUNGLEWALLA and the customer will be referred to as traveler. With his booking, the traveler accepts in their entirety the following booking conditions:

1. Booking Procedure

At the time of the booking, a deposit of 100% of tour rate is due. The full price must be paid on the day of tour departure. The booking is binding for JUNGLEWALLA with its confirmation and for the traveler with his order. For minors, written permission is required from the parents or legal guardians of the participant.

2. Cancellation by the Traveler

The deposit is not refundable if cancellations occur earlier than 3 days before the start of the tour. A replacement person is allowed with advance notice. Change of Booking will be regarded as cancellation.

3. Non-appearance / Early return

By non-appearance or by appearing too late, no refund will be given. JUNGLEWALLA does not assume any liability for lateness, inconveniences, sickness, accidents costs, loss and damages. If the traveler leaves the tour, he is responsible for the costs of his transfer. There will be no reimbursement of the tour price.

4. Group Bookings

When one person makes bookings for other people, this person is binding these people to the booking conditions. The person making the booking is liable to JUNGLEWALLA.

5. Guaranteed Departures & Minimum Numbers

5.1 JUNGLEWALLA guarantees the departure of all tour (subject to natural disasters and paragraph 12)

5.2 All tours are guaranteed to operate once a minimum participant number of 2 have been booked (subject to natural disasters and paragraph 12). In the event of an insufficient participant number, JUNGLEWALLA will inform the traveler (or his travel agent respectively) at least 2 days prior to the tour start and suggest an alternative tour. Should the client choose to book an alternative tour, JUNGLEWALLA will make payment adjustments according to the difference in tour price. In the event that the client chooses to cancel, JUNGLEWALLA will refund all payments received for the booking.

6. Insurance

There is no insurance included in the tour price. JUNGLEWALLA is not liable for the costs of sickness, accident, lost or damaged luggage and the return trip. The traveler participates at his own risk. Similarly, no liabilities are assumed for damages which were caused by fellow travelers or a third person. It is a condition of booking that all travelers take out sufficient insurance for the above named risks.

7. Health

The traveler is responsible such that his state of health is up to demands that this type of activity requires.

8. Official Regulations

JUNGLEWALLA does not tolerate the bringing along of illegal drugs or similar products. JUNGLEWALLA or the Nature guides is entitled to remove the traveler from the tour immediately, if he carries these drugs or products. The same applies, if a traveler does not comply with these booking conditions or if he disrupts the group. In this case there will be no reimbursement for services not received. All of the inconveniences, costs, loss and damages become the responsibility of the traveler.

9. Complaints

If a traveler is not satisfied or has a dispute with the JUNGLEWALLA service, he can talk to the tour guide. The final decision over the route and the leadership of the tour lies with the Nature guide.

10. Publicity Material

JUNGLEWALLA retains the right to use films, photographs and sound material which are made during the tour by an authorized representative of JUNGLEWALLA, for advertising and publicity.

11. Price

The prices which are given in this website are valid at the time of the publication.

12. Liability

Complaints and claims are to be reported in writing within 1 weeks of the end of the tour. The liability of JUNGLEWALLA, whatever the legal argument, in every case is restricted to the amount of the arranged tour price and covers only the direct damages. Without limiting the generality of the foregoing, JUNGLEWALLA shall not be liable for any inconvenience, costs, loss, damage of any type as a result of natural disasters, acts of God, technical defects of transportation, breakdown of transportation or failure of its service people, the acts of omissions (negligent or otherwise) of any other travel organization sickness, accidents, quarantines, seizures, orders by local authorities or law enforcement agencies,

revocation or non-issuance of the right to transport or permission to pass through, strikes, war, riots, commotion, civil unrest, robbery and theft, fuel rationing or blockage or other impossibilities in obtaining fuel, or any other event of similar consequence for the purposes of the tour. Under no circumstances will JUNGLEWALLA be liable for any indirect or consequential losses suffered by the traveler. The providers of optional activities are not affiliated, endorsed or insured by JUNGLEWALLA, and JUNGLEWALLA cannot be held liable for any damages.

13. Legal Domicile

Legal domicile is Langkawi -Malaysia law is applicable. These booking conditions are valid unless countermanded.

Main Office

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Note: If you participate in an adventure tour, please realize that under no circumstances JUNGLEWALLA will be liable for bad weather conditions and all the consequences