

ECOQUEST VACATIONS
P.O. Box 183065, Kampala, Uganda

E-mail: safari@ecoquestvacations.com

Tel: +256-393 252 221
HEALTH AND SAFETY POLICY

1. Introduction

This Health and Safety Policy outlines the commitment of **EcoQuest Vacations** Ltd (“the Company”) to ensure the health, safety, and welfare of all our clients, staff, and third parties participating in or affected by our safari and tour operations and other related activities done by the company. Confirming a safari or travel experience with EcoQuest Vacations signifies that the client has read, understood, and accepted this Health and Safety Policy together with our Terms and Conditions.

All clients are strongly encouraged to raise any queries or special health and safety requirements before booking through our email address stated above.

2. General Policy Statement

EcoQuest Vacations is committed to conducting all its operations in a manner that safeguards life, health, and property of our clients and staff, while promoting environmental conservation and responsible tourism.

We shall:

- Ensure that all safaris, tours, and related services are organized and conducted in compliance with applicable health and safety laws in Uganda and other jurisdiction to where we extend our operations, including the **Occupational Safety and Health Act Cap 231** of Uganda and relevant wildlife and tourism regulations.
- Provide our staff, guides, and clients with information, training, and resources to maintain a safe and healthy travel experience.
- Take all reasonable precautions to prevent injury, illness, or damage to persons or property throughout the safari experience.
- Continuously review our safety measures and risk management practices.

3. Health and Medical Preparedness

- Clients must disclose any medical conditions, disabilities, allergies, or special dietary requirements at the time of booking.
- Clients are advised to obtain comprehensive **travel and medical insurance** covering illness, injury, death, medical evacuation, repatriation, loss of personal effects, and trip cancellation.
- All clients must ensure they have received necessary **immunisations and medications** (e.g., for yellow fever, malaria prophylaxis, covid19 etc.) prior to travel.

- EcoQuest Vacations shall maintain contact with certified medical facilities along all safari routes and ensure access to first aid kits and emergency assistance in all safari vehicles.
- In the event of illness or injury, the Company will facilitate immediate access to medical care, but medical costs shall be borne by the client's insurance provider or by the client directly.

4. Safety During Tours and Activities

EcoQuest Vacations will take all reasonable steps to ensure client safety during activities, including but not limited to game drives, boat safaris, hiking, and gorilla or chimpanzee trekking.

Clients must:

- Adhere to safety instructions given by guides, rangers, and staff at all times.
- Refrain from engaging in any behavior that may endanger themselves, other tourists, wildlife, or the environment.
- Maintain a safe distance from animals when viewing or photographing them.
- Avoid feeding, provoking, or attempting to touch wild animals.
- Wear appropriate safety gear (e.g., life jackets, hiking boots) as required for specific activities.

The Company shall not be liable for accidents, injuries, or loss resulting from failure to follow safety instructions, clients' and staffs' voluntary assumption of risks and their failure to comply with their obligations stated herein and in the related Country's Laws and Regulations.

5. Transport Safety

- All transport is conducted in **roadworthy 4x4 vehicles** or approved safari vehicles.
- Only **qualified and licensed driver-guides** are permitted to operate EcoQuest Vacations vehicles.
- The driver's decisions on routes, timing, and safety matters are final and must be respected.
- The Company shall not be liable for delays, mechanical failures, or accidents arising from road conditions or third-party negligence but shall make all reasonable efforts to minimize risks and provide assistance.

6. Accommodation Safety

- Accommodation facilities used by EcoQuest Vacations are selected with consideration for quality, safety, and environmental standards.
- Where possible, rooms or tents with private bathrooms and secure access are provided.
- Clients are responsible for the security of their personal belongings.
- EcoQuest Vacations shall not be liable for loss, theft, or damage to personal property unless resulting directly from the negligence of the Company or its employees.

7. Wildlife and Environmental Safety

- Clients must comply with all **Uganda Wildlife Authority (UWA)** rules and conservation laws.
- It is strictly prohibited to purchase or trade in wildlife products such as ivory, animal skins, or jewellery made from animal parts.
- Clients should exercise caution when tracking gorillas, chimpanzees, and other primates. Individuals with contagious illnesses may be restricted from participation for safety reasons.
- Gorilla and chimpanzee trekking permits guarantee tracking but not guaranteed sightings of the animals.
- The Company encourages responsible tourism that respects wildlife, local communities, and ecosystems.

8. Emergencies and Crisis Response

- In case of emergencies such as illness, injury, security incidents, or natural disasters, the guide or driver shall immediately initiate the **Emergency Response Protocol**.
- The Company shall ensure effective communication with local authorities, medical personnel, and rescue services where required.
- Clients are advised to carry personal identification, insurance information, and emergency contact details at all times.

9. Liability and Force Majeure

While EcoQuest Vacations takes all precautions to ensure the safety and wellbeing of its clients, the Company shall not be liable for injury, loss, damage, delay, or inconvenience arising from circumstances beyond its control, including but not limited to:

- Natural disasters, epidemics, pandemics, adverse weather, or road closures;
- Acts of war, terrorism, civil unrest, or government restrictions;
- Airline delays, cancellations, or technical failures;
- Illness, accidents, or actions of third-party service providers.

In all such cases, the Company will make every reasonable effort to provide suitable alternatives or assistance but will not be responsible for additional costs incurred.

10. Client Responsibility

Clients must:

- Comply with all local laws, regulations, and park rules.
- Follow the instructions of EcoQuest staff and authorities.
- Act responsibly to ensure the safety and comfort of other participants.
- Avoid behaviours that may cause harm, danger, or inconvenience to others or the environment.
- EcoQuest Vacations reserves the right to refuse or discontinue service to any person whose behaviour endangers others or disrupts operations, without any refund.

11. Complaints and Incident Reporting

- Any safety or health concern should be reported immediately to the driver-guide or company representative.
- Unresolved complaints must be submitted in writing within **15 days** after completion of the tour for proper investigation.
- EcoQuest Vacations shall respond and take appropriate corrective measures in accordance with its internal safety management procedures.

12. Acknowledgment and Acceptance

By confirming a booking with EcoQuest Vacations, the client acknowledges that they have read, understood, and agreed to this Health and Safety Policy. The client accepts all inherent risks associated with safari and outdoor travel activities and agrees to comply with all health and safety measures prescribed by the Company.

For and on behalf of EcoQuest Vacations

Authorized Representative: _____

Name: _____

Designation: _____

Signature: _____ **Date:** _____

Client Acknowledgment:

I have read and understood the Health and Safety Policy of EcoQuest Vacations and agree to abide by it during the duration of my safari or tour.

Client Name: _____

Signature: _____ **Date:** _____