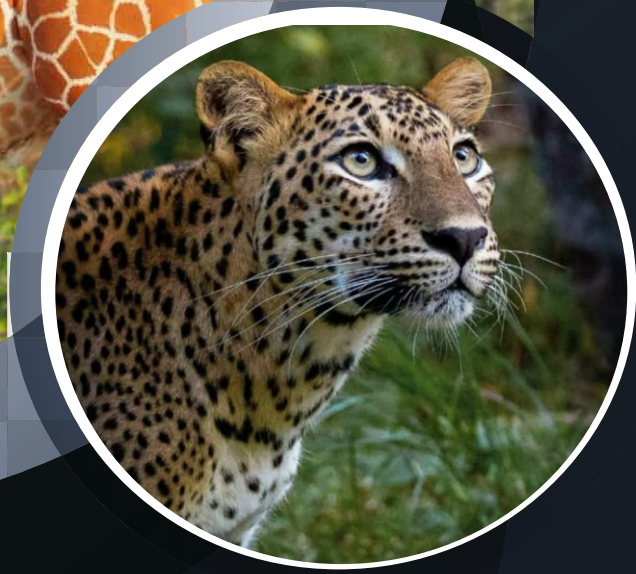
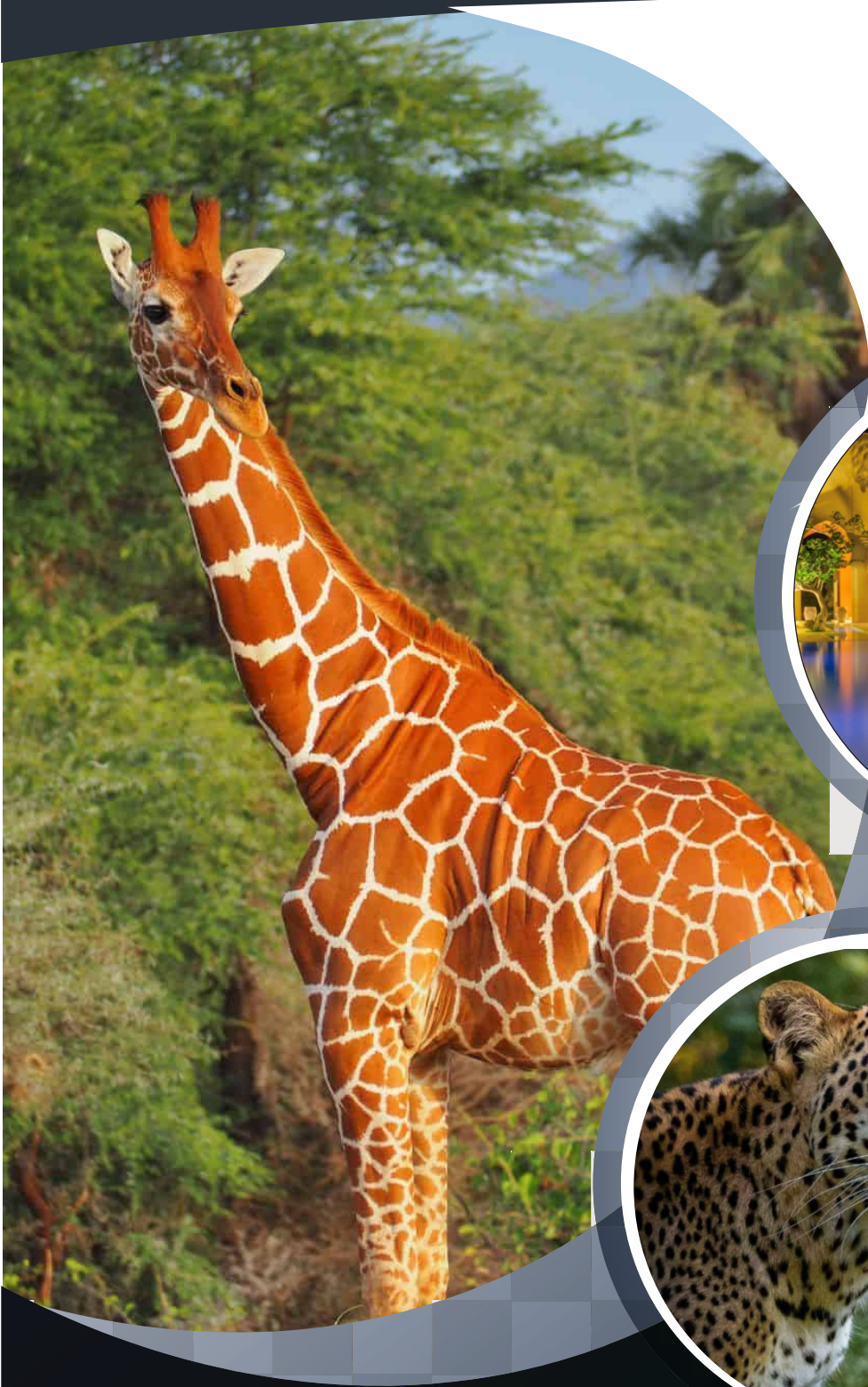




Topcats Safaris
Creating Journeys & Experiences



Service Charter



www.topcatssafaris.com
www.agents.topcatssafaris.com

Disclaimer

This Service Charter is the Property of Topcats Safaris. It contains information proprietary to Topcats Safaris.

No part of this profile may be reproduced or transmitted in any form or by any means without written consent of Topcats Safaris.

Mission & Declarations

- ✔ To become the fastest growing locally-owned safari company by distinction, finesse and operations intelligence
- ✔ To be the preferred safari wheels in the region and the busiest safari ground-handler for international travel companies
- ✔ To operate satellite offices in East Africa and target market countries

Company Brief

Topcats **Safaris** is a locally owned tours and travel company duly registered under the laws of Kenya and granted tourism license by the Tourism Regulations Authority (TRA) to operate safaris, tours, adventure trips and excursions and provide a host of travel services for domestic and international tourists.

With several years experience and a signature passion for Africa holiday travel, we are emerging to be among the formidable players in the East African safari circuits including travel to the Indian Ocean islands of Zanzibar, Seychelles and Mauritius.

Business Profile

- After organizing and executing numerous safaris and holidays for holiday makers of diverse tastes, we have gained professional expertise from leading individuals, groups for 3 day to complex 27 days grand East African safaris.

- Such exposure enables us to speak the same language with customers and understand their travel needs easily. By involving the client in the planning cycle through precise communication, help us save clients' precious time and deliver the right safari plan for every specific situation.

- We understand that quick, effective and precision communication is crucial for success of any Safari plan. We establish a productive customer communication environment providing all the required answers and in a timely manner.

Our Promise

We shall endeavor at all times to honor the provisions of our own service charter and make honest efforts to improve on all areas highlighted by our clients in reviews

Service Charter

It shall be the commitment of **every staff member and representative** of **Topcats Safaris** to provide:

A. Correct Information that answers to Client Expectations

We shall have a **definite booking process** through which clients are appropriately advised about a proposed safari holiday **without hype** and called upon to **review suggested trip ideas**. This may involve a change of an accommodation facility, transport arrangements or revised itinerary days.

From there, a quotation is sent for acceptance or further negotiation. When the final safari is approved an invoice is sent and the booking of properties begins. With such a two-way involved, we are able to:-

- Deliver a promised experience.
- Make it easy for us to do so objectively and passionately
- Build on exponent for future leads through excellent client reviews.

B. Test of Integrity

We refuse to be driven by greed and dishonesty. We never switch any accommodation facilities from those stated in final quote for cheaper ones or otherwise. Situations where such cases arise e.g. Late bookings during peak travel seasons, the client is first informed and requested to allow adjustment or cancel entirely.

C. Guiding, Interaction & Guest Welfare Policy

All safari guides and staff of Topcats Safaris have signed a declaration during their hiring to make sincere efforts to abide to the company's service delivery charter.

At Topcats Safaris, we believe that it is not just a document but a mind to work professionally that defines the character of our company and amplifies our core values. These include but are not limited to:-

Tipping policy

No staff should solicit for tips or give implication of need for gratuities. The client is informed during the booking process that it is indeed an expectation of workers in a developing country to hope for 'something' in appreciation for services rendered with a good heart and have full understanding of how much and when to tip.

Field mannerisms & guest interactions

Every guide understands that it is the guest who is on holiday not them. Those in disregard and who imbibe heavily will be dismissed for gross misconduct and for putting clients at risk with unsafe, unfocused hangover driving.

While making friends with guests and having fun / laughter moments is a good acceptable gesture, our safari guides understand that it is important to maintain etiquette and respect. Clients can expect our guides to be very friendly, humorous and comical, notwithstanding, very knowledgeable on aspects of professional guiding

D. Personalized Service

A personalized experience is an overused word, rarely conferred. We always like to change that by attempting to offer:-

- A *conciierge* approach to guest experience (office to field) that grows the seed of friendship within acceptable bounds, makes it easier for our guests to blend with African culture.
- Memorable treats that brand the company as generous, listening, thoughtful, passionate and in an overall sense, grateful they had such awesome guests driving our business and helping us grow.

E. Giving Value

- The company shall endeavor at all times to give value to clients for their booking. Optional activities and costs should be clearly stated and justified.
- In addition, a standard safari costing will always be at par with services to be rendered, a deluxe or opulent one equally optimized. A zero tolerance approach to exploitation and corruption is a primary value of **Topcats** Safaris.
- We prefer to operate with a policy of “No hidden costs”. What mean what we quote and quote what we mean. What is included in the price is explicitly stated and what is not.

Service Charter

F. Refund Policy

Every safari holiday package is sent in with a cancellation policy. Refunds are to be made after such cancellation NOT later than 3 working days.

It is important for clients to understand that cancellation policies are basically a function of hotels and other service providers in the industry who get inconvenienced by business cancellations.

They are therefore passed to the safari operator without compromise. The cost of transferring back foreign currency to the sender is ALSO borne by the client and not the company.

It is not the purpose of this service charter to discuss booking terms and conditions, but to set lower quartile boundaries for our customer service policy to ensure that our valued clientele are not inconvenienced and vexed by uncalled for deductions.

G. Abiding Quality

Client Outreach & Feedback Mechanisms

We reach out to clients after safari to request for honest reviews in trusted web spheres

We respect clients' mailbox. We only send season offers with a humble request to get us across their networks and again, not too frequently.

H. Developing and Maintaining a Midas Touch

Unless it is unforgivingly impossible, we attempt to receive our guests at the airport with 2 members of staff, the safari guide and the travel specialist who has been conversing and arranging the guests' trip. The company offers to do this even if it means using an extra vehicle

The driver keeps a copy of the clients' safari file in the vehicle throughout the trip and uses it to cut in travel briefs as the holiday continues

Authentic environmental sensitivity is very important to us. Our
Seeks to operate under green practices as much as possible. It is very much to our purpose to have corporate initiatives that visibly contribute to environmental conservation & sustainability.

For Complaints, Compliments & Suggestions

Send Email to:

info@topcatssafaris.com

Call or WhatsApp:

+254 722 350 505