



Experts in Wildlife Safaris, Mountain Treks and Beach Breaks throughout Tanzania

Booking Terms and Conditions:

Tales of Tanzania Safaris is a locally owned and operated, TALA Licensed, tour operator and is governed by the laws of the United Republic of Tanzania. Please read these Booking Terms and Conditions carefully as together they set out our respective obligations and form the basis of your contract with us.

In these Booking Terms and Conditions, “us” / “we” / “our” refers to Tales of Tanzania Safaris and “you” / “your” / “travellers” refers to all persons on the booking.

Making a booking

When making your booking we request the full names and dates of birth of all people in your party together with a 20% deposit and a signed copy of our Terms and Conditions. If any of the planned accommodations are unavailable at the time of booking, we will provide alternative lodging of an equivalent standard. You will be notified at least 14 days in advance, except in last-minute circumstances where substitutions may be made at short notice.

Making an internal flight booking

We find a number of clients prefer to organise their internal flights in Tanzania themselves however to make a flight booking we will require the full names and dates of birth of all travellers, a scanned copy of each passport and full payment for the flights. Internal flights can only be booked, rather than a deposit paid to hold seats, so we require full payment and we can only confirm the cost of the flights at the time of booking. For travellers making flight bookings themselves we strongly recommend paying by credit card. All flight bookings are non-changeable and non-refundable.

Our Prices

Our prices are quoted throughout in USD and subject to availability at the time of booking. The price is only guaranteed once the deposit payment has been received.

In the event that we must raise our prices due to circumstances beyond our control, such as changes in supplier costs or market conditions, we will promptly inform you. Along with the notification, we will offer a comprehensive explanation detailing the reasons behind the price adjustment. Please note that any modifications to the agreed-upon terms after the deposit has been paid will require mutual consent before we can move forward with the project.

To make a payment

To ensure your reservation is confirmed, a 20% deposit is necessary at the time of booking. The remaining balance must be settled at least 25 days before your scheduled departure. Please note that internal flights require full payment upon booking. For a comprehensive understanding of any costs associated with your reservation, kindly review your invoice for detailed information.

Changes to your booking

Please notify us immediately, in writing, if you wish to amend your booking. If you wish to increase the number of clients travelling or alter the itinerary in any way, then we will send a new invoice with the additional costs added. If the numbers decrease, there may be additional costs due to accommodation changes etc.

To cancel a holiday

Please notify us immediately, in writing, if you wish to cancel your booking. In the event of a cancellation, the refund of your deposit will be subject to the fee chart below. If you have paid additional amounts (including, but not limited to, flights), you may also incur supplier cancellation fees, which can be up to 100% of the booking value, regardless of whether travel has commenced.

Please note that we will not provide a refund for payments made to a supplier until we receive the funds from that supplier. If a refund is issued to you, we reserve the right to charge you any credit card or bank transfer fees we incur in relation to the refund.

If you require a letter to submit to your travel insurance company, please notify us immediately. Once we receive your written request, we will email you a cancellation letter within 72 hours.

The following will apply for any amendment, cancellation or reduction in numbers rooms or travellers of any booking :

<u>Number of days prior to departure (Calendar month)</u>	<u>% cancellation fee</u>
<u>6 months or more</u>	<u>50</u>
<u>6months – 3 months</u>	<u>75</u>
<u>3months – 2 months</u>	<u>90</u>
<u>2 months – 1month</u>	<u>100</u>
<u>25days - 0</u>	<u>100% of the contract will be charged</u>

This is due to many accommodation providers having non-refundable deposits at 60 days or less.

Health requirements

You must ensure that you are aware of any health requirements, immunisations and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation with you to Tanzania. In some cases, failure to present required vaccination certificates (including, but not limited to, Yellow Fever) may deny you entry into the country. We do recommend that you check the regulations at the time of travel and that you allow for plenty of time to book your vaccinations in good time for your holiday.

Your passports

When travelling internationally, you are required to have a valid passport which has at least 6 months validity upon the day of your arrival and a minimum of two blank passport pages. Passports are the traveller's responsibility and required for all international travel. So please check your passports in good time to ensure they meet the regulations.

Insurance

Every traveler is strongly advised to secure comprehensive travel insurance that provides coverage for medical emergencies, cancellations, and unexpected trip interruptions. This insurance is essential for safeguarding against unforeseen events that could impact your journey. It is crucial for each traveler to carefully assess and confirm that they have adequate coverage tailored to their individual needs before embarking on their trip. Taking this precaution can help

ensure peace of mind and a smoother travel experience.

Visas

Some countries require a visa in order to stay in their country. To find out if you require a visa for your travel to Tanzania and how to apply for one, refer to the destination's consulate or embassy in your own country or check online with your government's website. Some countries enable tourists to obtain a visa at the point of entry but require a fee. Visas are the traveller's responsibility and required for all international travel. At present visas for Tanzania can be obtained online or at major airports in Tanzania. The cost is \$100 USD for Americans and \$50 USD Europe, Asia and Canada. The money must be paid in USD cash (no credit cards are accepted). The link for online visa applications is www.immigration.go.tz / <http://www.immigration.go.tz/index.php/en/services/visa-information>

Special dietary or medical requirements

Please let us know at the time of booking if you have any requests or requirements regarding dietary issues, disability or accommodation and we will do all we can to accommodate your needs.

Tipping

While tipping is not mandatory, it is a customary practice that many travelers engage in to show their appreciation for their guides. As a general guideline, a typical tip ranges from \$15 to \$20 USD per person, per day.

Accuracy of Information

We take great care in ensuring that information we give on our website, in emails and verbally is as up to date as it can be however, we do not accept responsibility or liability for any errors or omissions caused by any matters beyond our control. While it is our intention to adhere to the route described in your itinerary, there is a certain amount of flexibility built into the itinerary and on occasions it may be necessary to make alterations. This can be due to road conditions, for instance in heavy rains some roads are impassable as well as other eventualities that could occur. Due to the regions we visit, travel can be unpredictable. In the event of a route change your Guide will check with us and if there is no other way the decision will be made to change the route.

Complaints

We ask that should you have any cause for complaint that this is reported to your Guide at the time who will notify us of the problem, and we will do our best to resolve your issue immediately. If you remain dissatisfied, please call or email us as soon as possible but no later than 7 days after the completion of your holiday with us so we may investigate the matter further. Liability for any complaints not notified in accordance with this procedure will not be accepted.

Privacy

We are committed to protecting your privacy and agree to handle your personal information with care and not to disclose to third parties except in instances where we book services on your behalf, including, but not limited to, airlines tickets. All personal information will be deleted after your trip ie passport information, addresses and dates of birth but we shall keep your email address with your agreement to let you know of any offers we may have in the future that you may be interested in. You can opt out of this at the end of this document.

BOOKING CONFIRMATION & PAYMENT

Confirmation for your holiday booking will only be sent once we receive a deposit of 20% of the cost of the tour. Once that is received, we will send you proof of receipt. We ask that you send proof of payment from your bank slip so we can track the payment. This can be a photo sent via email. We will send an updated invoice to you showing the balance required for your holiday.

Please check your confirmation invoice carefully as soon as you receive it. Contact us immediately if any information appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracies (for which we are responsible) in any document within 10 days of our

sending it out (5 days for tickets). We will do our best to rectify any mistake notified to us outside these time limits, but you must meet any costs involved in doing so.

A deposit of 20% is required at the time of booking. This deposit forms part of the payment for the trip and shall be offset to the total amount charged to the client/agent

Availability cannot be guaranteed until booked. We will exercise best efforts to book hotels per the itinerary, however, in busy seasons and with client bookings made within 90 days of tour date we may be forced to offer substitutes.

Force majeure

“Force majeure” is any event or circumstance which we or the supplier of the service(s) affected could not, even with all due care, foresee or avoid. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural disaster, adverse weather or road conditions, fire, bureaucratic obstacles, changes in schedules or mode of transport by ferry companies, airlines, bus or train operators and all similar events outside our control, we are committed to making every reasonable effort to provide alternative travel arrangements for our customers. However, it's important to understand that refunds may not always be feasible, as they are often subject to the terms and conditions set by our suppliers. To safeguard against these unexpected disruptions, we highly encourage travelers to obtain comprehensive travel insurance that covers a range of potential issues.

Your responsibility

You are responsible for informing us in writing at the time of booking of any known illnesses, disabilities or medical conditions, or, if not known at the time of booking, at the earliest opportunity thereafter prior to the departure of the tour. If you are found to have an undeclared or understated medical condition you may be ordered to leave the tour with no refund. We have a duty of care to all our clients.

Our Tour Leaders have the authority to make difficult decisions. Should you present with a medical condition our tour leader reserves the right to insist that person seek medical advice. If you decline to act upon this advice, you could be putting others on the tour in danger/at risk and may be asked to leave the tour. This extends to physical, mental and behavioural conditions.

Our responsibility

All information on our website has been compiled with reasonable care and is published in good faith. We promise to make sure that the tour arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. While we always aim to provide the best possible holiday experience, due to the nature of travel and the areas we visit sometimes things can and do go wrong. Should any issue occur while you are on your trip, it is imperative that you discuss this with your guide or ourselves straight away so that we can do our best to rectify the problem and save any potential negative impact on the rest of your trip. We recognize that there may be times when your guide may not be able to resolve a situation to your satisfaction - if this is the case, please ask the guide to speak to the manager on your behalf at lodge/hotels or get in touch with us back at the office.

Any controversy or claim arising out of or relating in any way to these Terms and Conditions, to the trip itself, shall be settled solely and exclusively by binding arbitration in the United Republic of Tanzania.

Risk

The client accepts that all tours are of an adventurous nature and involve an element of personal risk. Neither Tales of Tanzania Safaris Ltd nor any of its agents can be held liable in any way for any injury, loss of life or damage to property, howsoever caused. The client hereby indemnifies Tales Of Tanzania Safaris Ltd. The client accepts full responsibility for all risks involved.

Authority on tour

The decisions of the Company's guide/driver on tour shall at all times be final and binding. The client must at all times comply with the laws, customs and foreign exchange regulations of the United Republic of Tanzania.

Liability

We do not accept any liability for any injury, damage, loss (including consequential loss), delay, additional expenses or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part.

I, _____, have carefully read, understood and agree to the terms and conditions set out by Tales Of Tanzania Safaris Ltd.

Name (please print): _____

Signature: _____

Date: _____

NAME OF THE COMPANY: TALES OF TANZANIA SAFARIS

Director's Signature: _____

Date: _____

Stamp:

These conditions apply to all tours sold by Tales of Tanzania Safaris LTD.

