

TERMS & CONDITIONS - 2014/15

Making Payments

Following a request for a tour, you shall be provided with the relevant Bank details as well as an itemised invoice outlining each aspect of your trip. It is possible to pay online, however this service will cost an additional 5% of the total amount. All payments should be made in US Dollars.

In order to confirm a booking a 25% non-refundable deposit should be paid. The final payment (100%) should where possible be paid 60 days prior to the arrival.

Cancellation policy

In the case of cancellations up to 60 days prior to arrival date, 30% of the applicable rate will be charged.

In the case of cancellations between 14 and 3 days of arrival date, 50% of the applicable rate (exclusive of any accommodation costs) will be charged.

In the case of cancellation within 48 hours, or a non arrival, 100% of the applicable rate will be charged. For ALL transactions, the 25% booking deposit is non-refundable.

In the case of all online payments, the 5% transaction fee is non-refundable as this is already deducted by our service provider at the time of transaction.

Booking Accommodation

All accommodations in our itineraries are subject to availability and as such while we can tentatively reserve accommodation in the course of planning your safari, the accommodation cannot be guaranteed until a deposit has been made.

Change in Rates

In the event that the Tanzania National Park Authority chooses to increase the park fees our published rates will be subject to change without notice. All bookings in which a deposit has already been made will be honoured at the rates that had been agreed at the time of the deposit.

Insurance & Safety

It is imperative that all clients seek reliable Travel Insurance for the course of their trip. Milestone Safaris will not be held liable in the event of any damage, theft or loss of personal belongings, or of any personal injury or death during the course of an organized trip/safari.

Concerns/Complaints

In the event of any dissatisfaction with any aspect of our services, please contact Milestone Safaris in writing at the earliest possible time so that we may take action to remedy this where possible.

Contact Information

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