

Masoko Tours & Travel Agency Terms & Conditions

Booking Procedures

- Prices are quoted and payable in US\$ (dollars)
- Prices are based on current rates of exchange and are subject to change if there are increases due to changes in government taxes, exchange rates, increases in transportation costs or fuel prices, airfares or hotel rates. Quoted prices may therefore be subject to fluctuations until the booking is confirmed
- To confirm your booking, a **50% deposit of the total** of the day fee or package price is payable. For overseas guests, the outstanding balance is due 15 days prior to arrival.
- Full Confirmation of booking is 100% cleared funds
- We reserve the right to cancel/amend any reservation should timely final payment not be received
- Every effort will be made to ensure that our clients are fully aware of all costs involved on each safari. No hidden costs
- TANAPA fees are subject to change and in the case of an increase of cost, the additional costs are the responsibility of the client
- All tours & safaris start and end in Iringa unless specifically agreed at the time of booking
- We reserve the right to change hotel accommodations depending on availability.
- A group leader is responsible for placing reservations and organizing payments for the group
- Written confirmations will be sent via email

Accepted Methods of Payments/Pricing

- We accept payment by cash & bank transfer to Barclay's or CRDB
- Any bank charges levied are to be paid by the contracting party.
- No adjustment requests to the safari will be considered by Masoko Tours & Travel Agency once full payment has been received
- A quoted price, including safari accommodation, cannot be guaranteed if the booking deposit or final balance payment is received late
- Hotel accommodation before and after safari are not included in bookings for safaris, unless stated in the itinerary
- All extras are to be settled in cash before departure
- Airport transfers are not included for safari bookings unless stated in the itinerary.

Cancellations & Change of Bookings

- Cancellations must be made by the signatory who booked the services i.e. the group leader
- Cancellations must be received by Masoko Tours & Travel Agency prior to the start of the contractual service to be valid
- The date that **written cancellation** is received by the company will be the date used to determine cancellation charges.
- In the event of a cancellation or a reduction in numbers prior to the start of contracted services:
 - Between 30 & 7 days notice - 50% of deposit
 - Between 7 days & 48 hrs notice - 75% of deposit
 - Less than 48 hours notice - No refund of deposit
- Should a client require early departure, there will be no refund of the package fee

Authority on Safari

- The client must at all times strictly obey the laws and regulations of the country of Tanzania. The decision of your guide/driver will be final under all circumstances. This is to ensure the safety of the group

Vehicle Breakdown

- We perform regular maintenance on all of our vehicles, however due to the challenging conditions which we travel in each day, a breakdown can occur. We have standby vehicles which will arrive within 2-4 hours (depending on location) upon receiving notification of a vehicle breakdown.
- Your driver/guide will do their best to adjust your safari to accommodate for the time lost during the breakdown.
- We may also offer a simple transfer to a nearby hotel or lodge for accommodation or meal service.

Health & Safety

- To ensure a memorable experience, clients are requested to disclose any medical or special dietary requirements. This information will be treated with privacy and confidentiality principles.
- Should there be any concerns with safety, plans may be altered - a decision that Masoko Tours & Travel Agency reserves the right to make without consultation. We will not compromise the safety and welfare of our clients.

Rescue & Medical Assistance

- Every reasonable precaution will be taken to ensure the safety of our clients. In the event of medical care or rescue being needed, the client will be liable for the total cost thereof.
- You should consult your travel insurer as to applicable claims on your policy
- Masoko Tours & Travel Agency offers an additional medical evacuation service through AMREF Flying Doctors for an additional \$5.00 USD, which provides an immediate dispatch and will work directly with your overseas insurance provider
- We reserve the right to decline bookings from clients who are not insured and Masoko Tours & Travel Agency will accept no responsibility for clients who travel uninsured

Final Instructions & Kit List

- A suggested packing/kit list and other useful information will be sent to the client via email with confirmation of booking

Liability & Conditions

- Masoko Tours & Travel Agency, their employees, guides, and affiliates do not accept responsibility for any client or dependent thereof in respect of any illness, injury, loss, accident, damage, fatality, delay or any other inconvenience suffered before, during or after the safari.
- Masoko Tours & Travel Agency will not accept responsibility for any client activities, actions or interactions that occur outside of those for which the client has contracted Masoko Tours & Travel Agency to provide.
- It is the client responsibility to ensure that all necessary valid documentation is obtained for your entry into Tanzania including visas and immunization certificates (i.e. yellow fever)

Confidentiality

- Final prices and contracts are **strictly confidential**
- It may be necessary for us to request personal information from you e.g. dietary, passport, credit card. In all cases, this will be treated as confidential.

Medical Disclaimer

Provide details of any medical or physical conditions.

Confirmation of booking:

I have read, understood and agree the terms and conditions as presented to me in this document by Masoko Tours & Travel Agency. I understand that some activities associated with this trip may represent a risk, including off road traveling and encountering animals. I acknowledge that I will be participating in all prescribed activities at my own risk. Masoko Tours & Travel Agency will not be liable for any loss or injury I may sustain while participating in, or as a result of participating in, any activities prescribed by Masoko Tours & Travel Agency.

Signature: _____

Date: _____