

TERMS & CONDITIONS

The Booking

Bookings and subsequent contracts shall be deemed to have been concluded in Arusha, Tanzania and shall be interpreted according to the laws of the United Republic of Tanzania.

The Company reserves the right to decline any booking without outlining the reasons for it.

Deposit & Payment

1: A 30% deposit is required to secure a booking. This deposit forms part of the payment for the trip and shall be offset to the total amount charged to the client/agent.

2: If the full amount is not paid at least four (4) weeks prior to departure, the Company reserves the right to treat the booking as cancelled and the deposit shall be forfeited.

3: Clients/Agents booking within four (4) weeks of tour departure are required to pay the full amount immediately to secure the reservation.

4: All bank charges are to be settled by the client or agent respectively. This includes transaction fees charged by our bank.

The amount shown on the invoice, is the amount that needs to reflect in our account and should bank charges have been deducted, we would have to invoice you subsequently.

Cancellations

A: Cancellations must be sent in writing to the office that confirmed the reservation.

Cancellations shall only be effective from the date of receipt of cancellation by the booking office. In case of a booking cancellation, the Company shall retain the full deposit.

B: If a booking is cancelled the client is subject to a cancellation fee as follows: until 4 weeks prior to departure – 30% Cancellation Fee

C: 4-2 weeks prior to departure – 50% Cancellation Fee

D: 2-1 weeks prior to departure – 75% Cancellation Fee

E: Less than 1 week prior to departure – 100% Cancellation Fee

F: The Company reserves the right to cancel any tour at its sole and absolute discretion, without prior notification in instances where this is unavoidable. However, in that case the Company agrees to refund all monies already paid by the client. This shall be the Company's sole responsibility to the client and no claim for any damages, howsoever arising, shall accrue against the company.