

## BOOKING TERMS AND CONDITIONS

(APPLICABLE FOR ALL RESERVATIONS)

*Thank you for booking with Admire Tanzania Limited (hereinafter called “we” or “us” with whom you will have a binding contract once all the reservation requirements are fulfilled) Your attention is drawn to the following terms and conditions which must be read and understood before finalizing your bookings with Admire Tanzania Limited. We are happy to host you during your visit to Tanzania and be part of your next adventure.*

### RESERVATION PROCEDURE

Admire Tanzania Limited will create a tour to suit your personal needs once the following requirements have been fulfilled:

- A deposit of 30% of the tour quote price has been received by us , or
- Full payment of the tour has been deposited and received by us when the booking is made less than 30 days before your arrival date.
- All bookings must be made by email ([info@admiretanzania.co.tz](mailto:info@admiretanzania.co.tz) )

### PAYMENT TERMS

- Payments can be made either by Wire Transfers to our Bank Account or online via Credit Card, details of which will be provided in the quotations sent to you according to your selected tours.
- Reservations are confirmed upon the receipt of 30% deposit of the total cost of the tour. The balance of 70% is payable in full 30 days prior to arrival date. The full payment is required if safari is booked less than 30 days.
- If full payment is not received 30 days prior to the departure date, we reserve the right to cancel your tour and apply the cancellation charges below.
- Cancellation will be without penalty to us and we will have no further liability to you. If however, you have already provided us with your credit or debit card details whether this was to make a payment on account or not, and you do not specifically notify us in writing to the contrary prior to the date upon which any balance becomes payable by you, you agree that we may use such credit or debit card details to obtain payment of any balance due by you under this agreement.

- The lead booking name is liable for making full payment for all persons in the booking party and they all agree to be bound by these conditions (including anyone added or substituted at a later stage).
- If you accept our quote in respect of your tour you must make a payment of 30% of the total price of the quote when you confirm your trip with us in writing. A delay in acceptance of the quote may result in a variation of the tour cost.
- Where the proposed departure date is within 30 days of the quote being given we require full payment at the time of your written acceptance of the quote.
- 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 will invoice you accordingly.

## CANCELLATIONS, AMMENDMENTS AND NO-SHOWS

Cancellation of a reservation must be made in writing and is effective from the date we receive the written notification.

In all cases of cancellation the deposit and any amendment charges will be forfeited.

Cancellation charges are expressed at a percentage of quoted prices as follows –

| PERIOD BEFORE DEPARTURE UPON RECEIVING YOUR WRITTEN CANCELLATION | CANCELLATION CHARGES PER PERSON CANCELLING |
|--|--|
| More than 61 days  | Deposit only 30%                           |
| 60 days to 31 days   | 50%  |
| 30 days to 8 days  | 75%  |
| Less than 7 days or no show                                      | 100%                                       |

*Please Note;*

- *If the reason for cancellation is covered under the terms of your travel insurance policy you may be able to reclaim these cancellation charges.*
- *For all Domestic Airline tickets issued by us, no refunds will be given upon cancellations at any time.*

### AMMENDMENTS MADE BY YOU

- If you wish to change your itinerary after a deposit has been made we will do our utmost to make the changes accordingly, provided that a written notification is received well in advance by us.
- Every change is subject to a fee accordingly depending on your amendments.

## **CANCELLATIONS BY ADMIRE TANZANIA LIMITED**

- We reserve the right in any circumstances to cancel your tour for any reason at any time before full payment has been received.
- We cannot accept liability or pay compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or you suffer any damage or loss as a result of force majeure.  
*(Force majeure means any event which we could not even with all due care foresee or avoid. Such events are likely to include war, threat of war, civil strife, riot, civil disorder/unrest, industrial dispute, actual or threat of terrorist activity, natural or nuclear disaster, fire, breakout of an epidemic or pandemic disease, technical problems with transport, cancellation or amendment to any scheduled flight, closure, congestion of airports or ports, adverse weather conditions and all similar events outside our control.)*

## **AMMENDMENTS MADE BY ADMIRE TANZANIA LIMITED**

- We reserve the right to make changes at any time. Most of these changes are minor and we will advise you accordingly of these changes in writing at the earliest possible date. *(A minor change is a change which, taking into account the information you gave us at the time of booking or which we can reasonably be expected to know as a tour operator, we would not reasonably expect to have a significant effect on your confirmed tour)*
- No compensation will be payable and the above mentioned options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel, or if the change is a minor one.

## **OTHER CARRIERS**

Carriage by other companies whether by land, air or sea is subject to the terms and conditions of the individual carriers with whom you are travelling.

- We accept no liability whatsoever for cancellations, strikes, time table changes, diversions, technical issues unrelated to us, lost or mislaid luggage, rescheduling costs, missed accommodation, or delays which result from any operational decision of the carrier concerned.
- We accept no liability for death, injury or illness that derives from carriage by land, air or sea.

## YOUR RESPONSIBILITY

- You must ensure that your travel documents, passports, visas and vaccination certificates are in order and that you ensure that you have taken the advice of your Medical Practitioner with regard to inoculations.
- You have referred to our travel advisor. We will offer general advice but cannot be held responsible if you do not comply with current requirements before your tour. We do not accept liability for any advice given of a general nature.
- You are responsible for a timely check in for all flights and for presenting yourself to take up all pre-booked components of your tour.
- No credit or refund will be given to you should you fail to take up any component of your tour or if you lose any travel documents.

## MEDICAL CONDITIONS AND DISABILITIES

- You must ensure all members of your touring party are in good physical and mental health.
- If you or any member of your touring party has any medical problem or disability which may affect your tour, please inform us accordingly before you confirm your booking so that we can advise on to the suitability of the chosen arrangements.  
*(If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline the booking or, if full details are not given at the time of booking, cancel when we become aware of these details)*

## DOCUMENTATIONS

- You must read carefully and ensure your confirmation invoice, tickets and all other documentation is correct when we send them to you. Please contact us immediately if any information appears to be incorrect as it may not be possible to make changes later. We will not accept any liability if we are not notified of any inaccuracy in any documentation within 7 days of our sending it out.
- You will be responsible for any costs and expenses involved in rectifying any inaccuracies except where we made the mistake.

## TRAVEL INSURANCE

It is mandatory for all in the tour party to be covered by comprehensive travel insurance. You must ensure to take the adequate insurance that will cover travel expenses, including, death, medical and evacuation insurance, any loss theft or damages and any changes or additional costs to the tour.

## LEGAL

The above booking terms and conditions together with all correspondence form part of your contract with Admire Tanzania Limited.

This contract and any matters arising from it shall be governed by and interpreted in accordance with Tanzania law and the Tanzanian Courts shall have exclusive jurisdiction to hear any and all proceedings between us either relating to our contract or arising out of it.

### **CLAIM WAIVER AGAINST INTRODUCER**

If you have been referred to us by another party (for example a travel agent) you agree to waive any and all claims against such party. Any issues you may have must be directed to us and dealt with under the terms of our contract.

### **CLAIMS AND COMPLAINTS**

- If you have a complaint during your tour, please inform the relevant organiser (camp/hotel manager/Safari guide) immediately and he will endeavor to rectify.
- If your complaint cannot be resolved then you need to contact our office so that we have the opportunity to investigate and rectify the claim.

### **BAGGAGE**

- All baggage and personal effects are your own responsibility at all times.
- We do not accept any liability for any loss or damage of any baggage or personal effects, howsoever arising.
- You are entitled to one bag of not more than 20kgs (preferably backpack or soft bag) and a daypack (hand luggage). We reserve the right to refuse excess baggage.
- Please note that on our trekking tours and on some "bush" flights other baggage regulations may apply.

### **RISKS**

- Your attention is drawn to the fact that there are certain inherent risks present when on tour, or when engaging in any strenuous physical activity.
- It is your sole responsibility to obtain the appropriate medical advice as to medication, immunization, and whether or not you are fit enough to undertake the trip, prior to departure.
- 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 country visited.
- The company and its owner, director, management staff and employees shall not be held responsible for any injury or death to persons on tour, nor for loss or damage to personal property, however may they be caused.

## **MARKETING**

Admire Tanzania limited reserves the right to use any photographs and videos taken during tours for promotional, marketing or any other advertising material.

The client hereby gives us consent to use such photographs and authorizes to retain copyright for these photographs and such material.

## **ACCESS**

- We are not responsible for road, sea or airstrip conditions, which may make travel impossible at times.
- Any changes to the initial itinerary are subject to the conditions and rates outlined above, despite any access matters or weather condition.

## **CONSENT**

The payment of the deposit or any other partial payment for a reservation constitutes consent to all provisions of the Terms and Conditions. The Terms under which you agree to make the reservation cannot be changed or amended unless this is done in writing and signed by an authorized staff of the company.

## **EMERGENCY CONTACTS**

In case of any emergencies or queries please call, text or whatsapp message to  
**+255 677 000 700**