



Tanzania Footprints Adventures: Comprehensive Terms and Conditions

These **Terms and Conditions** ("Agreement") govern the relationship between the client/traveller ("Client," "You," or "Your") and **Tanzania Footprints Adventures** ("Company," "We," "Us," or "Our") regarding the booking and provision of adventure travel services within the United Republic of Tanzania. By making a booking, deposit, or any payment, you acknowledge that You have read, understood, and agreed to be bound by these detailed Terms and Conditions.

1. Legal Status and Compliance

Tanzania Footprints Adventures is a legally constituted and locally registered company, operating under the laws of the United Republic of Tanzania, including but not limited to the Business Activities Registration Act No. 14 of 2007. All agreements and transactions are deemed to have been executed in **Moshi, Tanzania**, and shall be governed exclusively by the laws of the United Republic of Tanzania.

2. Deposits and Payment Procedures

2.1. Booking Confirmation and Advance Payment

To secure and confirm any booking, a minimum **30% advance payment (deposit)** of the total safari or trekking package cost is required. This payment must be received by the Company at least **40 days prior to the**

scheduled departure date. Bookings are not considered confirmed until the deposit has cleared.

2.2. Final Payment

The remaining **70% balance** of the total cost is due and payable at the commencement of the tour, specifically **upon arrival in Tanzania.**

2.3. Acceptable Payment Methods and Processing Fees

Payments can be processed through the following methods:

- **Bank Transfer (Wire Transfer):** All transfer fees, charges, and commissions levied by intermediary and correspondent banks are the **sole responsibility of the Client.**
- **Online Payment (Credit/Debit Card):** We accept **MasterCard** and **Visa.** Please note that a mandatory **processing fee of 3.5%** will be added to the total amount paid when using this option.
- **Mobile Payment Platforms:** Payments via authorized mobile money services like **M-PESA** and **MTN** are accepted.
- **Cash Upon Arrival:** Payments in major foreign currencies (**USD, EURO, or GBP**) are accepted.

2.4. Currency Regulations and Banknote Integrity

- In strict compliance with the directives of the **Bank of Tanzania (BOT)** and local banking regulations, **US Dollar banknotes printed before the year 2001 are strictly not accepted in Tanzania.**
- Furthermore, due to unfavourable exchange rates enforced by local financial institutions, lower denomination notes (**\$1, \$5, \$10, and \$20**) are exchanged at a significantly lower rate compared to higher denomination bills (**\$50 and \$100**) *printed before 2006.*
- If a Client insists on making a payment with these older or lower-denomination banknotes, the Company will apply the official bank

exchange rate, and the Client will be **required to cover any resulting shortfall or difference** in the invoiced amount.

- **Recommendation:** To prevent inconvenience and financial loss, Clients are strongly advised to bring clean, crisp **US Dollar banknotes issued in 2006 or later**.

3. Booking Confirmation and Service Provision

3.1. Right to Decline

The Company explicitly reserves the right to **decline any booking** or cease communication without providing any reason.

3.2. Pre-Trip Documentation

Upon confirmation, all travellers will receive essential documentation, including **pre-trip information**, a **detailed itinerary**, and necessary **travel advisories** via email or direct communication.

3.3. Accommodation Guarantee

In the unexpected event that a specifically booked accommodation facility becomes **unavailable** due to circumstances beyond our control, the Company guarantees to arrange a suitable **alternative of the same or superior standard** at no additional cost to the Client.

4. Booking Amendments and Modifications

Any request for modification to a confirmed booking—including, but not limited to, changes in **departure dates, flight details, accommodation choices, itinerary route, or the number of participants**—made by the Client or their agent will incur an **administrative handling fee of USD 50 per booking**. This fee is **in addition to** any non-refundable costs or increased charges imposed by third-party service providers (e.g., airlines, hotels, national parks).

5. Cancellation and Refund Policy

This policy details the financial consequences of a cancellation initiated by the Client:

Cancellation Period (Before Departure)	Refund Percentage (of Total Cost Paid)	Conditions
One Week after Full Payment	75% Refund	Subject to bank transfer charges.
Between 4 Weeks and 2 Months	50% Refund	Subject to bank transfer charges.
One Month (30 days) or Less	0% Refund (100% Non-Refundable)	Non-refundable due to substantial pre-incurred costs.
Failure to Show Up (No-Show)	0% Refund (100% Non-Refundable)	Non-refundable.

5.1. Non-Refundable Deposit

The initial **30% advance deposit is non-refundable** as it is immediately utilized to secure crucial services, primarily accommodation and park permits.

5.2. Postponement and Transfer of Funds

- Clients may **postpone their trip** for up to **one year** from the original departure date. The entire amount paid will be retained as credit for future travel with **Tanzania Footprints Adventures** within Tanzania.
- In cases of documented **Force Majeure** (e.g., severe illness, natural disaster, declared political unrest), the Company may allow the

amount paid to be carried forward to a future trip, even if cancellation is within the non-refundable period.

- Clients unable to travel may **transfer their booking** to an eligible friend or relative, provided the original pricing, itinerary, and travel dates remain strictly unchanged.

5.3. Limitations on Refunds

- No refunds will be issued for any **unused portions of the trip**, early departures, or self-initiated itinerary changes made after the final payment.
- No refunds will be provided once the tour has been **completed**.
- All authorized refunds are subject to deduction of applicable **bank transfer charges and processing fees**.

6. Tour Itinerary Changes and Company Rights

The Company reserves the right to make necessary adjustments to the agreed itinerary under certain circumstances:

- **Operational Adjustments:** To ensure the safety or benefit of the Client, the Company may adjust the route, accommodation, or timing.
- **Substitutions:** The Company may substitute accommodations with an **equivalent or superior standard** alternative, or contract another reliable service provider for any part of the tour.
- **Mechanical Issues:** In the event of a vehicle malfunction, the Company will replace the vehicle and may compensate for lost time by extending the trip or adding extra activities.
- **Unforeseen Circumstances:** Itineraries may be modified due to unavoidable events such as war, political unrest, road closures, extreme weather conditions, or unexpected mechanical breakdowns. The Company will act in the Client's best interest.

7. Travel Documentation and Client Responsibility

It is the Client's **absolute and sole responsibility** to ensure that all necessary **travel documents**, including but not limited to **passports, visas, health certificates, and mandatory vaccination records**, are valid, complete, and in order for the duration of the trip. The Company will **not be liable** for any expenses, losses, or issues (including trip termination or denial of entry) arising from incomplete or incorrect travel documentation.

8. Limitation of Liability and Travel Insurance

8.1. Limitation of Liability

The Company and its agents act only as intermediaries for third-party providers (e.g., airlines, hotels, ground transport). While the Company will help where possible, it will **not be held liable for any financial or personal losses** arising from:

- Loss or damage of **personal belongings** or property.
- Client **illness, injury, infection, or death** not directly resulting from the Company's gross negligence.
- Itinerary changes or expenses incurred due to **road conditions, weather, or travel delays** (e.g., flights, trains).
- Unforeseen external events such as **war, terrorism, civil strife, or natural disasters**.

8.2. Mandatory Travel Insurance

Given the inherent risks associated with **adventure activities** (e.g., mountain climbing, safaris), **Tanzania Footprints Adventures STRONGLY RECOMMENDS** (and in many cases, requires) that the Client secures comprehensive **Travel Insurance**. The policy must cover medical expenses,

emergency evacuation, baggage loss, and cancellation/curtailment for all members of the travel party.

9. Tour Rules and Guide Authority

9.1. Adherence to Guide Decisions

The decisions and directives of the assigned **Tour Guide/Driver** are final and must be respected by the Client at all times for the safety and smooth running of the tour.

9.2. Legal Compliance

Both the Client and the Tour Guide/Driver must strictly **adhere to all laws, customs, and regulations** of the United Republic of Tanzania.

9.3. Immediate Removal

If a Client engages in any **unlawful activity, misconduct, or persistently violates safety instructions**, they will be required to **leave the tour immediately**. In such instances, **no refunds will be issued** for any unused portion of the trip.

10. Complaints Procedure and Service Issues

To ensure a positive experience, **Tanzania Footprints Adventures** encourages Clients to communicate any **concerns or complaints** to the Tour Guide or the Company office **as early as possible** so they can be addressed promptly and appropriately during the trip.

- The Client acknowledges that minor issues such as temporary equipment failure, weather-related delays in logistics (e.g., luggage, supplies), or necessary adjustments to meal/rest times due to fatigue or illness are inherent to adventure travel and may occasionally occur.

11. Price Fluctuations and Government Taxes

All quoted prices are calculated based on the prevailing **national park fees, government taxes, and conservation levies** at the time of quotation. **Tanzania Footprints Adventures** explicitly reserves the right to **adjust prices accordingly** if the Government of Tanzania imposes increases in taxes, park fees, or other compulsory charges. Clients will be formally notified of any such price changes prior to their final payment or departure.

12. Agreement to Terms and Conditions

By submitting a booking form, paying a deposit, or making a final payment, the Client explicitly confirms that they have **read, fully understood, and unconditionally agreed** to all the stipulations contained within these comprehensive **Terms and Conditions** of **Tanzania Footprints Adventures**.