

# TERMS AND CONDITIONS

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The following terms and conditions apply to travel bookings made with TATU Adventures, part of TATU Project, P.O. Box 8707, Moshi, Tanzania.

Please read these terms and conditions carefully. By booking any tour with TATU Adventures, you acknowledge that you have read and understood these terms and conditions and you accept and agree to be bound by these.

If you have confirmed a booking for any tour with more than one person named and booked on such a booking, you shall be deemed to have accepted these terms and conditions on behalf of all persons named in the booking.

## 1. DEPOSITS & FINAL PAYMENT

Upon booking a tour with TATU Adventures, a 30% deposit is required to secure the tour and begin the necessary bookings and ground preparations. Payment procedures are included along with the final itinerary.

Final balance payment of the tour booked is required no later than 31 days before the tour starts. Bookings made within 31 days of the tour start date should be paid in full. These payment terms apply unless other payment terms have been agreed in writing at the time of booking.

All payments made to TATU Adventures should be free of bank charges and credit card transaction surcharges. TATU Adventures is not responsible for any charges levied or charged by third parties and/or financial institutions and will not refund or return any fees charged by such third parties in connection with payments made by clients to TATU Adventures.

## 2. CANCELLATION

Once your holiday has been confirmed, you or any member of your party may cancel all or part of your booking in writing. As we incur costs from the time we confirm your booking, the cancellation charges listed below will be incurred.

For itineraries that include internal flights and safari lodge accommodation, we reserve the right to charge a further amount (as per the individual terms and conditions and cancellation policies of the provider(s) involved) to cover our costs.

We strongly recommend comprehensive travel insurance for all members of the party in order to minimise financial loss in the event of cancellation.

Period before departure when we receive your written cancellation (standard working days only)	Cancellation charge per person cancelling
More than 60 days:	15% of total cost

59 - 31 days:	30% of total
30 - 15 days:	50% of total cost
14 - 7 days:	75% of total cost
6 - 0 days:	100% of total cost

### 3. RISK & LIABILITY

3.1 TATU Adventures will make every effort to ensure that all arrangements and services offered as part of the tour are carried out as specified in your final itinerary. However, the company does not have direct control of the provision of services by suppliers and, whilst every supplier is chosen with the utmost care, TATU Adventures does not accept liability for errors or omissions of such suppliers.

3.2 As we do not offer standardised travel packages but tailor each itinerary to individual needs and preferences, single components (such as the means of transport or details of day trips) might be subject to change, if required due to local circumstances. All reservations will be made on receipt of payment and cannot be guaranteed until then.

3.3 TATU Adventures shall not be liable for any loss, damage or injury of any nature whatsoever whether to person or property.

3.4 Whilst every care is taken, TATU Adventures shall not be held responsible for the direct or indirect costs of loss or damage to baggage or personal possessions.

3.5 TATU Adventures shall not accept liability or pay compensation for unforeseen circumstances beyond the control of the company or its staff, including flight delays/cancellations or force majeure such as war or threat of war, riots, civil disturbances, terrorist acts, border closure, acts of government or other authorities, strikes, thefts, epidemics, road closures, industrial disputes, natural or nuclear disaster, extreme weather conditions, fire, technical and/or mechanical problems to transport and all similar events beyond the company's control.

3.6 TATU Adventures shall not accept liability for any injuries, damages or losses caused to any traveller in connection with dangers and risk inherent in sporting and adventure activities, climatic conditions, accidents or illness.

3.6 It is the responsibility of the individual travellers to ensure that they have the appropriate passports, visas, travel permits, health certificates and other documentation required for the tour.

3.7 It is the responsibility of the individual travellers to take proper medical and practical precautions regarding their own health and safety. It is your sole responsibility to obtain appropriate medical advice as to medication, immunisation, and whether you are fit enough to undertake the trip, prior to departure.

3.8 Clients are strongly advised to obtain comprehensive travel insurance before

coming to Tanzania. TATU Adventures does not provide clients with any travel insurance cover. When obtaining travel insurance, the client must ensure the insurer is aware of the type of travel to be undertaken so that the insurer may properly cover all elements of the applicable tour.

3.9 By agreeing to these terms and conditions you either certify that you have adequate insurance to cover any injury or damage you may cause or suffer, or that you agree to cover the costs of such injury or damage yourself. You further certify that you assume the consequences of any medical or physical condition that you may have and that you will inform TATU Adventures and the tour guide if special attention is required.

3.10 By agreeing to these terms and conditions, you further agree to follow the advice and instructions of your tour guide (for safari, climbing excursions and day trips) at all times.

#### 4. COMPLAINTS

The client agrees to bring any complaints regarding a tour to TATU Adventures' attention as soon as possible in order to provide TATU Adventures with the opportunity to address the complaint properly. The client agrees to inform the guide or other designated TATU Adventures representative at the earliest opportunity. TATU Adventures assumes no liability for complaints that are not properly brought to the attention of TATU Adventures with sufficient notice for TATU Adventures to resolve or attempt to resolve the complaints. Any complaint made after the completion of a tour must be received in writing by TATU Adventures within 30 days of the end of the tour in question.