

UsambaraEcoTours

Terms and conditions

UsambaraEcoTours is dedicated to providing you with an unforgettable and authentic safari experience. Our team of experts has worked tirelessly to ensure that every aspect of your safari is carefully planned and executed to the highest standards. We are committed to preserving the natural environment and promoting responsible tourism, so you can be confident that your safari will not only be enjoyable but also sustainable. Our aim is to provide you with a once-in-a-lifetime adventure that you will cherish forever. So, come join us on an incredible journey through some of the most stunning landscapes and diverse wildlife in the world, and allow us to show you the beauty of Africa.

Booking and Payment:

A deposit of 50% of the total cost is required at the time of booking to secure the reservation. The remaining balance must be paid before the start of the safari.

Responsibility

UsambaraEcoTours will not be held responsible for any injury, loss or damage to personal property during the safari. Participants are required to take out personal travel insurance to cover any eventualities.

Changes to Itinerary

UsambaraEcoTours Company reserves the right to alter the itinerary without prior notice due to unforeseen circumstances such as weather conditions, road closures, or other events outside of our control.

Health Requirements

Participants must inform UsambaraEcoTours of any medical conditions that may affect their ability to participate in the safari. It is recommended that participants seek advice from their doctor before embarking on the safari.

Liability

UsambaraEcoTours will not be held liable for any losses or damages arising from any delay, change or cancellations caused by circumstances beyond our control, including but not limited to war, civil disturbance, fire, flood, or acts of God.

Complaints

Any complaints about the safari should be reported to UsambaraEcoTours immediately, so that steps can be taken to rectify the situation.

Governing Law

These terms and conditions are governed by the laws of the country in Tanzania.

Cancellations must be sent in writing or by email to the office that confirmed the reservation. Cancellations shall only be effective from the date of receipt of cancellation by the booking office.

If a booking is canceled the client is subject to a cancellation fee as follows:

For Safaris and Hiking in Tanzania

- 150 days and above before departure – No cancellation fees
- 90 to 149 days before departure – 10% of the total tour price will be charged as cancellation fees.
- 45 to 89 days before departure – 30% of the total tour price will be charged as cancellation fees.
- 0 to 44 days before departure – 50% of the total tour price will be charged as cancellation fees.

Partial Cancellations

In case of partial cancellations, per person price for remaining clients will go up depending on the change in group size and other factors.

Change of Dates

You are free to change the dates of your tour at any point in time. While rescheduling, applicable cancellation charges, and any new charges will apply. Additional charges, if any, will be informed by the Company to you before the rescheduling is done. In case the booking is canceled after rescheduling the original tour date will be used to calculate any refunds.

If we Cancel

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.