



EYES OF TANZANIA LTD

TERMS AND CONDITIONS

Eyes Of Tanzania Ltd organizes safaris, beach holidays, mountain climbing expeditions and complete private safaris and tour packages in Tanzania. Please read the below terms and conditions carefully, because they apply to all agreements that you enter in with Eyes of Tanzania Limited.

The booking

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

Deposit & Payment

A deposit payment of 25% of the total invoice amount has to be paid within 14 days after the invoice date.

The remaining amount is due 40 days before arrival.

All bookings which are done within 30 days or below should be paid full amount.

Once we have received the amount on our bank account, we will send you a confirmation.

Please note that bank transfer costs should be covered by the sender. The amount shown on the invoice is the amount that needs to reflect in our account and should bank charges have been conducted, we would have to invoice you subsequently.

Insurance

Comprehensive travel insurance is mandatory and we recommend you to insure for cancellation of your trip as well. If you already have travel insurance, we strongly advise you to check your coverage.

Cancellations

In case you may need to cancel your trip please notify us by email. Cancellations shall be effective on the date that we receive your cancellation request. The following cancellation fees apply:

Cancellation up to 60 days before the day of arrival: 30% of the total amount

Cancellation from 60 to 45 days before the day of arrival: 50% of the total amount

Cancellation from 45 days to the day of arrival: 100% of the total amount

No refunds will be given for any unused services, late arrivals or no-shows.

Passports, Visas and other travel papers

It is the client's sole responsibility to ensure that passports, visas, health certificates, proof of vaccinations and any other documentation required are all in order.

Eyes of Tanzania Ltd cannot be held responsible for any consequences, damages or claims if the client does not attend correctly to the client's documentation and related matters prior to commencement of the tour.

Transportation

Every effort is made to ensure that the safari vehicles are provided in a roadworthy condition but no liability can be accepted for a puncture, breakdown, damage or delay as a result of the poor road conditions.

Wildlife

It is a privilege to see animals in their natural habitat but we cannot guarantee the spotting or viewing of a specific animal. You must take caution when viewing wild, keep a minimum distance and carefully follow the instructions given by your tour guide or ranger. Please don't facilitate to break national park laws.

Complaints

Complaints must be reported immediately to the Eyes of Tanzania Ltd head office and to the supplier of the service, who will do their utmost best to resolve the matter. If the problem is not solved to your satisfaction, your complaint should be reported in writing, not later than 2 weeks after completion of your tour.

E-mail: info@eyes-of-tanzania.com , www.eyes-of-tanzania.com
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Liability

Whilst Eyes Of Tanzania Ltd will exercise utmost care in dealing with you as our esteemed guest and your belongings, we cannot be responsible for loss or damage of personal belongings, personal injury or death. It is therefore mandatory to have comprehensive travel insurance when traveling.

Marketing

Eyes Of Tanzania Ltd reserves the right to use any photographs and videos taken during tours for marketing or any other advertising material.

Force Majeure

Unforeseen circumstances including but not limited to war, mechanical breakdowns, weather, riots and other unforeseen reasons beyond the control of Eyes of Tanzania Ltd may cause delays or alterations to the tour. Eyes of Tanzania Ltd shall not be held liable in any way for any of these possible occurrences or any consequences, which may arise as a result of this.

Change in rates

We reserve the right to make changes and adjustments to our rates at any time. In the event of a change in government taxes, concession fees, wildlife management fees or others, we reserve the right to pass these on to our clients, even if the trip is already fully or partly paid for.

Further information

If you have any questions, please contact: info@eyes-of-tanzania.com