Terms and Conditions

FIF (T) TOURS AND TRAVEL LIMITED

01 Booking agreement

FIF (T) Tours and Travel acts as a tour operator as well as supplier and distributor for travel and tourism-related suppliers. By travel and tourism-related suppliers, we mean Destination management companies, hotels, activity providers, tour operators, accommodation organizers, transport companies, and more. By the term “booking”, we mean the purchase of any product or service made on any of our websites, or at your local destination when it is part of FIF (T) Tours and Travel network. Bookings are binding when FIF (T) Tours and Travel has sent a written confirmation to an email address submitted by the customer.

The confirmation is our contract/Agreement, and it is important that you, the customer, make sure that it is in accordance with your order. Any comments must be made immediately. Payment confirms acceptance of these conditions. FIF (T) Tours and Travel advises customers to print out the confirmation and take it with them on their trip. You must be at least 18 years of age to make a reservation with FIF (T) Tours and Travel. Some product owners/suppliers/partners may impose a higher age limit, in which case they will provide notification of this when you order.

In Tanzania, we are exposed to unannounced and sudden changes in government regulated fees and taxes, such as national park fees and taxes. FIF (T) Tours and Travel has the right to pass these local taxes/fees on to customers.

02 Payment terms

The agreed payment terms apply. After clients confirmed their booking, they receive an invoice with all details. In order to confirm our clients’ reservation, we require a 30% deposit payment of the itinerary cost. Deposit payment can be made either by bank wire/transfer or using online credit/debit card payment link.

The remaining balance is to be paid using the payment methods below:

- **Card payment:** Using our card machine at our office or your hotel or using online payment link
- **Cash payment:** On or before the first day of the tour.
- **Bank transfer:** At least 3 days prior to the tour start date.

03 Cancellation and itinerary changes

In the event that you cancel your booking, in full or partially, for any reason whatsoever FIF (T) Tours and Travel will levy cancellation charges as defined in the section below.

All bookings should be confirmed by payment as the terms of your personal schedule.

- Cancellation less than 72 hours prior to departure will be charged 100%.
- Cancellation 72 hours to 7 days prior to departure will be charged 75%.
- Cancellation 7 days to 30 days prior to departure will be charged 50%.
- Cancellation 31 days or longer prior to departure incurs no cancellation charge.
- Cancellation can only be done by email to the email address info@fiftours.com.
- “No Shows” will be charged 100% (no show also includes showing up after meeting time).
- FIF (T) Tours and Travel reserves the right to resell tickets of no-showing guests.

After your booking has been confirmed, should you wish to make any changes to your itinerary or wish an earlier departure date, we will make every effort to accommodate your requests based on availability.

04 Alcohol and drugs

Guests clearly under influence of alcohol or drugs will be refused entry to the tour with no rights to refund. Guests clearly under influence of alcohol or drugs may be removed from the activity or bus and will be returned by separate transfer at their own costs to the pick-up point. The guests are liable for costs incurred due to willful damage.

05 Changes by suppliers and force majeure

Circumstances over which we or our product owners (suppliers/partners) have no control, e.g., weather conditions, breakdowns, labor disputes and the equivalent (force majeure) may result in cancellation/amendment.

Should such cancellation/significant amendment occur, the organizers will provide the customer with immediate notification. If the customer cannot accept any suggested alternatives on the spot, he/she will be given a full refund after FIF (T) Tours and Travel has been notified by the product owner/supplier/partner.

06 Travel insurance

It is a condition of booking, that the sole responsibility lies with the guest to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependents/travelling companions for the duration of their trip to Tanzania. This insurance should include: medical expenses and repatriation expenses. Optional insurances are: cancellation or

curtailment of the safari, emergency evacuation expenses (flying doctors), damage/theft/loss of personal baggage, money and goods.

07 Service shortcomings

It is considered a shortcoming when what you receive deviates from what you have booked and was confirmed. It is also a shortcoming when you are given insufficient or negligent information about conditions that would normally be of importance to the product you have booked.

The following circumstances are not considered shortcomings:

- minor delays when traveling;
- deviations from normal weather, temperatures or other climatic conditions;
- unrealistic expectations about the wild animals' presence, or "zoo expectation";
- circumstances resulting from the traveler's own negligence;
- and the not observance of the information on our Travel Guide.

Even though we have done what we can to ensure accuracy and availability, some errors may occur. When such occurrences are brought to our attention, we will do our utmost to ensure that you are notified within 3 working days after your reservation has been made. We reserve the right to cancel your reservation and refund the price paid.

08 Modifications and errors

Our website may be subject to modifications and errors without notice. The information provided may be subject to changes that have occurred after it was published. We can accept no responsibility for any clerical errors.

09 Travel documentation

Please carefully read your confirmation invoice and all other documentation we send you as soon as you receive them. Contact us immediately if any information appears to be incorrect as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any documentation within 14 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

10 Passports and visas

It is upon the guest to ensure that passports and visas are valid for the countries visited. Most nationalities can get a tourist visa on arrival in Tanzania at the border/airport ($50 per person, US Citizens $100 per person). This tourist visa is valid for a period of three months. You can also get your visa in advance at the embassy in your home country. Check the visa rules before you go, visit our Travel guide page. Passports should have at least six months of validity after the final day of travel. FIF (T) Tours and Travel cannot be held liable for any visas, etc. not held by the guests, nor the cost of visas.

11 Medical conditions and disabilities

If you or any member of your party have any medical problem or disability which may affect your holiday, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must 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.

12 Our responsibilities

FIF (T) Tours and Travel accepts responsibility for ensuring your holiday is supplied as described prior to your departure and services provided will reach a reasonable local standard. Please note we cannot accept responsibility for any services which do not form part of our contract. This includes for example any additional services or facilities, which your hotel or other supplier agrees to provide for you where the services or facilities are not part of the agreed contract.

We would remind customers that the infrastructure in developing countries may not be up to the same standard as in the Europe, North America or any other developed country. Some hotels/resorts may experience the occasional power cut or water shortage. Please note that we will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: a) The fault of the persons affected or any members of their party, or b) The fault of a third party not connected with the provision of your holiday, which we could not have predicted or avoided, or c) An event or circumstances which we or the supplier of the services in question could not have predicted or avoided, even after taking all reasonable care (force majeure), or d) The fault of anyone who is not carrying out work for us (generally or in particular) at the time.

In addition we will not be responsible where you do not enjoy your holiday or suffer problems because of a reason you did not tell us about when you booked your holiday, or where any problems you

suffered did not arise from any breach of our contract, or other fault of ourselves or where we were responsible for them, our suppliers or agents or where any losses, expenses, costs or other sum you have suffered relate to any business. We accept responsibility for the negligent acts of our employees, agents and direct suppliers, which results in death, injury or illness. Our liability shall be limited to 200% of the holiday price for any claim other than those involving injury or death arising from our negligence. Our suppliers, such as accommodation or transport suppliers, have their own booking conditions or conditions of carriage, and these conditions are binding between you and the supplier. Some of these conditions may limit or remove the relevant transport providers or other suppliers' liability to you. You can get copies of such conditions from any offices of the relevant suppliers.

13 Questions and complaints

Should you have any other inquiries or complaints in conjunction with your booking prior to your departure, please contact us by email at info@fiftours.com.

Should you have any complaints regarding a product owner/supplier/partner while on your trip, be sure to lodge your complaint immediately and officially with the relevant product owner/supplier/partner and make sure you receive a written confirmation before departing/checking out.

If you have any other questions or complaints in conjunction with your booking or the actual product itself, you may contact us on your return home, no later than 30 days after the event took place. State your booking reference and/or forward all relevant information in writing.

In all cases, please contact us in order to communicate straight on any topic. You can reach us via e-mail: info@fiftours.com.