

...Close your eyes and imagine the incredible wild beauty of the country ... it's worth visiting ... See you soon in Tanzania!

GENERAL TERMS

Disclaimer:

Any itinerary and pricing sent by Hello Tanzania is a proposal only. To avoid any confusion a written confirmation for any booking must be received. A tour is considered as booked when the requested transfer payment has been received into our bank account. Once your payment is received, the services required to operate your tour will be requested. If the service requested is not available, you will be notified, and suitable alternatives and their availability and price will be communicated to you.

Note:

All hotel and airfares are subjected to change without prior notice. Hello Tanzania, is not responsible for any delays, cancellations or change of schedules/timings/fares resulting from transportation; example flight, ferry, steamer or bus schedules. Cancellation terms and conditions apply. Please be aware that arrival times and the itinerary may change due to unforeseen delays or events such as festivals and public holidays. However, we shall endeavor to ensure all sites are visited and that your tour runs as smoothly as possible but please note that Africa does not run like clockwork, therefore do not expect the streamlined travel arrangements associated with some other continents. Things do not always go to plan; there will be times when you will need to be patient and philosophical about your travels. Be flexible, you will enjoy your tour much more. Our Company makes a point of visiting the indigenous populations of each destination you visit, in order to give a true reflection of the country; please treat the local people and their customs with respect.

Responsibilities:

1. Hello Tanzania does not accept any responsibility in the case of Tour Participants being unable to travel due to not complying with any such requirements.
2. Some governments charge departure taxes and/or fees. These fees are the responsibility of each passenger traveling to the designated country and are not included in the Tour price unless stated.
3. Hello Tanzania assumes no liability for loss or damage to baggage in transit to and from a Tour or while on a Tour. We recommend purchasing a supplemental travel insurance package.

Payment Options:

- a. A thirty percent (30%) deposit will be required to secure confirmation of the contract.

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b. The final payment must be made 30 days before the date of the start of the trip unless otherwise agreed

** for trips booked shortly before the start date, are set individual payment conditions.

***Remaining Cash - In US Dollars or equivalent in Tanzanian Shillings at the rate of the day.

All dollar bills must be from the 2009 series and above.

We accept Master or Visa cards /PayPal at a surcharge of 5% per transactions

Bank transfers – all bank charges to be borne at your end.

Cancellation / Refund Policy

1. Cancellation notice must be in writing by email, fax, post or courier, and cancellation date will be the date on which Hello Tanzania receives notice.

2. If Hello Tanzania receives a cancellation notice ninety-one (91) days or more from the Tour departure date, will refund fifty percent (50%) of the deposit amount.

3. If Hello Tanzania receives a cancellation notice from ninety (90) to sixty-one (61) days before the date of departure, we will refund twenty percent (20%) of the deposit amount.

4. If we receive a notice of cancellation sixty (60) to thirty-one (31) days before the date of departure, we will retain one hundred percent (100%) of the deposit.

5. If we receive a cancellation notification thirty (30) days or less before the date of departure, we will retain one hundred percent (100%) of the trip price.

6. Hello, Tanzania will make commercially reasonable efforts to maintain the Travel Plan as published; however, the final route may vary depending on availability and factors beyond our control. We may, at our sole discretion, substitute services, such as hotels or goods of similar quality, for any service or goods specified in the Travel Plan.

7. If for any reason the trip is canceled by Hello Tanzania, a full refund will be made to the Customer. If we cancel the trip, our liability is limited to a full refund of money to us and we will not be responsible for any other costs, damages or reimbursements of any kind for any loss, delay, inconvenience, disappointment or expenses in such cases. If an ongoing trip must be interrupted or canceled, our liability will be strictly limited to reimbursement of the unused portion of the trip. 8. We reserve the right to cancel a tour due to our concerns about the safety, health or welfare of our travelers or staff.