



Via Africa Expeditions

www.viaafricaexpeditions.com

Via Africa Expeditions: Terms and Conditions

Clients are required to thoroughly read, understand, and accept these Terms and Conditions before booking and making payments for any tour. By proceeding with a booking, clients enter into a binding agreement with Via Africa Expeditions. All bookings are accepted with the understanding that clients acknowledge the inherent risks of travel, especially those associated with adventurous activities such as trekking, climbing, walking safaris, game drives, and diving. While our tours are carefully planned months in advance, certain arrangements may be subject to change, and we reserve the right to make such changes at any time.

1. Deposits & Final Payment

To confirm your reservation, Via Africa Expeditions requires a deposit. This commitment allows us to begin organizing your tour. Deposits are calculated as follows:

- **30%** of the total booking cost for camping safaris, day trips, and Kilimanjaro climbs.
- **45%** for reservations involving hotels and lodges (including glamping safaris).

Once we receive your deposit, your booking will be confirmed, and you will receive an invoice and confirmation receipt. The remaining balance must be paid no later than 14 days before the tour's start date. For bookings made within 14 days of the tour commencement, full payment is required at the time of booking.

Failure to pay the final balance by the stipulated deadline will result in the cancellation of your booking, and applicable cancellation fees will be charged as outlined in Article 3 of these Terms and Conditions.

Payments can be made via bank transfer or in cash/credit card if payment is made in Moshi. Please note that all international transfer fees, bank charges, and related costs are the client's responsibility. Payments are accepted in USD, and only USD bills printed after 2006 will be accepted for cash transactions. For detailed bank transfer instructions and exchange rate policies, refer to the payment terms outlined in your invoice.

2. Booking Agreement

All bookings must include the required deposit. Bookings made within the final payment period must be paid in full. Late payments or delays may result in cancellations, and appropriate cancellation fees will apply. To confirm a booking, clients must:

- Be at least 18 years old and provide accurate information.
 - Confirm that all group members have given consent for their information to be used for the booking process.
 - Ensure participants under 18 years are accompanied by a responsible adult.
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3. Cancellation Policy

Cancellations must be communicated via email to info@viaafricaexpeditions.com. Cancellation fees are based on the timing of the cancellation relative to the tour's start date and are as follows:

Camping Safaris, Short Trips, and Kilimanjaro/Meru Climbs:

- 61+ days before the tour: 30% cancellation fee.
- 14–30 days before the tour: 50% cancellation fee.
- 3–13 days before the tour: 75% cancellation fee.
- Within 48 hours or no-show: 100% cancellation fee.

Private Reservations and Group Safaris Including Hotels/Lodges:

- 61+ days before the tour: 30% cancellation fee.
- 31–60 days before the tour: 50% cancellation fee.
- 14–30 days before the tour: 75% cancellation fee.
- 3–13 days before the tour: 85% cancellation fee.
- Within 48 hours or no-show: 100% cancellation fee.

Refunds for overpayment will be processed promptly, minus any non-recoverable expenses incurred by Via Africa Expeditions.

4. Travel Insurance

Via Africa Expeditions does not provide travel insurance. Clients must obtain comprehensive travel insurance that includes coverage for medical emergencies, evacuation, cancellations, and other unforeseen expenses. Clients are advised to disclose their planned activities, such as trekking or diving, to their insurance provider to ensure adequate coverage.

5. Medical Conditions

Clients must provide relevant medical information to Via Africa Expeditions during the booking process. Clients are advised to consult a physician regarding vaccinations and medical precautions for travel in Tanzania. Adventure tours may take place in remote areas with limited medical facilities. Clients must assess their physical fitness and consult their healthcare provider if needed.

6. Special Requirements

While we strive to accommodate dietary and other special requests, these do not form part of the contractual agreement, and Via Africa Expeditions is not liable for unfulfilled requests.

7. Prices, Surcharges, and Taxes

Tour prices are subject to change due to fluctuations in accommodation costs, transportation fees, park fees, or government actions. Clients will be notified of any surcharges and may either accept the price change or cancel the booking without penalty. Discounts on new bookings do not apply to previously confirmed reservations.

8. Guaranteed Departures and Cancellations by the Operator

Via Africa Expeditions guarantees group tour departures once a booking is confirmed unless affected by unforeseen circumstances or Force Majeure. In case of cancellation, clients may opt for a refund, substitute tour, or upgrade/downgrade with price adjustments.

9. Cancellation or Changes by the Client

Clients may transfer bookings to another individual meeting the eligibility requirements, provided notice is given at least 14 days before departure. Changes to confirmed bookings may incur additional costs, which will be communicated promptly.

10. Changes to the Tour

Due to the adventurous nature of our tours, itineraries may be subject to change without prior notice. Via Africa Expeditions is not liable for refunds resulting from changes caused by weather, mechanical issues, or other uncontrollable factors.

11. Risk

Clients acknowledge the risks associated with adventure travel, including physical injury, property damage, and the possibility of substandard facilities in remote areas. Via Africa Expeditions is not liable for losses arising from these inherent risks.

12. Complaints

Complaints should be raised with the head guide or a representative of Via Africa Expeditions immediately to allow for resolution. Post-tour complaints must be submitted in writing within 30 days of the tour's conclusion.

13. Third-Party Suppliers

Via Africa Expeditions works with third-party providers for accommodations, activities, and transport. While we carefully select partners, we cannot be held liable for their actions, omissions, or conditions beyond our control.

14. Liability

Via Africa Expeditions is not responsible for damages, injuries, or losses caused by third parties, Force Majeure events, or the client's negligence.

15. Force Majeure

Via Africa Expeditions is not liable for delays or cancellations caused by events beyond our control, such as natural disasters, political instability, or extreme weather conditions.

16. Amendments

Clients are responsible for any additional costs resulting from changes to their confirmed bookings. Unused services are non-refundable.

17. Images and Marketing

Clients consent to the use of images or videos taken during tours for marketing purposes without compensation.

18. Updates to Terms and Conditions

Via Africa Expeditions reserves the right to amend these Terms and Conditions. Updated terms will be published on our website and will take effect 10 days after posting.

For inquiries or additional clarification, please contact us at info@viaafricaexpeditions.com.

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