



Via Africa Expeditions

www.viaafricaexpeditions.com

Legal Terms and Policies

1. Terms and Conditions

Booking Policies: Clients must confirm bookings with a deposit of 30% of the total cost. The balance is due no later than 30 days before the start of the safari or trek. For last-minute bookings (less than 30 days), full payment is required at the time of booking.

Cancellation and Refund Policy:

- Cancellations made 90 days or more before the trip start date will receive an 80% refund of the deposit.
- Cancellations made 60-89 days before the trip start date will receive a 70% refund of the deposit.
- Cancellations made 30-59 days before the trip start date will receive a 50% refund of the deposit.
- Cancellations made less than 30 days before the trip start date are non-refundable.
- Clients may request a free rescheduling of their trip up to 30 days before departure, subject to availability.

Force Majeure Refunds: Refunds in the event of force majeure (e.g., political instability, natural disasters, pandemics) are not guaranteed. Instead, clients will be offered alternative dates or credit toward future bookings.

Client Responsibilities:

- Clients must ensure their passports, visas, and vaccinations are up to date.
- Clients are required to have travel insurance covering medical emergencies, evacuation, trip cancellations, and personal liability.
- Accurate personal information (e.g., dietary restrictions, medical conditions) must be provided at the time of booking.

Liability Disclaimer: Via Africa Expeditions is not responsible for losses or damages due to delays, accidents, natural disasters, health issues, or other situations beyond our control.

2. Privacy Policy

We are committed to protecting your personal data. Information collected during booking is used solely for processing reservations, communicating with clients, and coordinating services with third-party suppliers (e.g., hotels, guides). We do not sell or share your information without consent.

We adhere to international data protection regulations, including GDPR, where applicable. Our website uses secure encryption to protect payment and personal data.

3. Liability Waiver

By booking with Via Africa Expeditions, clients acknowledge and accept the inherent risks associated with safaris, trekking, and wildlife activities, including encounters with wild animals, challenging terrain, and unpredictable weather.

Clients agree to waive any claims against Via Africa Expeditions, its employees, or affiliates for injuries, damages, or losses arising from these risks, except in cases of proven negligence.

4. Permits and Licenses

Via Africa Expeditions is a licensed and authorized tour operator under Tanzanian law. We comply with all regulations set forth by the Tanzania Tourism Licensing Board (TTLB) and the Tanzania National Parks Authority (TANAPA).

5. Intellectual Property

All content on our website, including text, photos, videos, and branding, is the intellectual property of Via Africa Expeditions. Unauthorized use, reproduction, or distribution is prohibited.

6. Governing Law

This agreement is governed by the laws of the United Republic of Tanzania. Any disputes will be resolved under Tanzanian jurisdiction, with the option for arbitration if both parties agree.

7. Code of Conduct

We are committed to responsible tourism. Guests are expected to respect local customs, wildlife, and the environment. Littering, illegal wildlife interaction, and disruptive behavior will not be tolerated.

Via Africa Expeditions ensures ethical practices, including fair treatment of staff, adherence to conservation guidelines, and active engagement with local communities.

8. Insurance Coverage

Our vehicles and operations are insured as per Tanzanian regulations. However, clients must obtain their own travel insurance to cover medical emergencies, evacuation, and trip interruptions.

9. Force Majeure Clause

Via Africa Expeditions is not liable for trip disruptions caused by events beyond our control, such as political instability, natural disasters, pandemics, or extreme weather. In such cases, we will work with clients to reschedule or modify their itineraries.

10. Photography and Media Release

Photos and videos taken during tours may be used for marketing purposes. Clients who do not wish to appear in media must inform us in writing prior to the trip.

11. Health and Safety

Safety is our priority. Our guides are trained in first aid, and we provide safety briefings before activities. However, clients must assess their fitness levels for physically demanding activities like Kilimanjaro treks. Any medical conditions must be disclosed at the time of booking.

For more information or questions, please contact us:

- **Email:** info@viaafricaexpeditions.com
- **Phone:** +255 742 426 299