



TERMS & CONDITIONS.

These terms apply to every Kilimanjaro climb, Mount Meru trek, safari, Zanzibar stay and day trip booked with Kilimanjaro Nature Tours. By paying a deposit, you confirm that you and everyone in your group accept them.

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ADDRESS

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01 About us and scope

- 1.1 “We”, “us” and “our” means Kilimanjaro Nature Tours, P.O. Box 611, USA River, Arusha, Tanzania.
- 1.2 “You” means the lead traveller who makes the booking and every person travelling on that booking. The lead traveller confirms they are 18 or older and authorised to accept these terms for the whole group.
- 1.3 Your contract with us consists of your written quote, the booking confirmation and these terms. If your quote and these terms differ, the quote applies.
- 1.4 We arrange services supplied by third parties, such as lodges, camps, hotels, domestic flights, ferries and national park authorities. Their own terms may also apply to those services.

02 Booking, prices and payment

BOOKING AND DEPOSIT

- 2.1 Every trip is quoted in writing. Your quote states what is included and excluded, the price per person and the payment dates.
- 2.2 To confirm your booking, we require a **deposit of 30%** of the total trip price. Your booking is confirmed once we have received the deposit and sent you a written confirmation. The deposit secures your dates, permits and accommodation.
- 2.3 The **balance is due no later than 30 days** before your trip starts. If you book within 30 days of the start date, the full price is due at booking.

- 2.4 If the balance is not received on time, we may treat the booking as cancelled by you and apply the cancellation charges in section 3.

PRICES AND PRICE CHANGES

- 2.5 All prices are quoted in US dollars (USD) and are per person unless stated otherwise. Prices depend on route, number of days, group size, season and accommodation level.
- 2.6 Until full payment is received, we may add a surcharge for increases in hotel or lodge rates, fuel costs or exchange rate changes.
- 2.7 Park fees, concession fees, VAT and other government charges are set by the Tanzanian authorities. If these increase at any time before your trip, we will pass on the increase at cost and show you the official change. We add no margin to these increases.

PAYMENT METHODS

- 2.8 You can pay by bank (wire) transfer or by card through our secure Pesapal payment link. Cash on arrival is possible only when agreed in writing in advance.
- 2.9 Bank charges and card processing fees are paid by you. The amount we receive must equal the amount invoiced.

· PAYMENT SAFETY

2.10 Our bank details are only given in your quote or invoice. We will never change our account details by email or message. If you receive a request to pay into a different account, do not pay and contact us by phone or WhatsApp first. We are not responsible for payments made to incorrect accounts.

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Cancellation and changes

CANCELLATION BY YOU

- 3.1 Any cancellation must be sent to us in writing by email or WhatsApp. The date we receive it is the cancellation date. The following charges apply:

DAYS BEFORE TRIP START	WHAT YOU GET BACK
More than 60 days	Your deposit, minus an administration fee of USD 100 per person
30 to 60 days	No refund; your deposit is forfeited
7 to 29 days	50% of the total trip price
Less than 7 days, or no-show	No refund

- 3.2 Refunds are paid within 30 days of the cancellation date, to the account or card used for payment. Bank charges and non-refundable card fees are deducted.
- 3.3 If one person in a group cancels, the price for the remaining travellers may be recalculated for the smaller group size.
- 3.4 No refund is given for services not used once your trip has started. This includes leaving a climb early because of illness, altitude, fitness or personal choice, missed game drives, or unused nights. Extra costs of an early descent, such as additional transfers or hotel nights, are paid by you.

CANCELLATION FOR MEDICAL REASONS

- 3.5 If you must cancel because of a medical condition, supported by a doctor's certificate, you may **reschedule your trip within 1 year** of the cancellation date instead of the charges in 3.1. You pay any increases in park fees, government charges, hotel rates, fuel costs or exchange rates. If you do not travel within that year, the charges in 3.1 apply based on the original cancellation date.

CHANGES BY YOU

- 3.6 We will try to accommodate changes to dates, routes, accommodation or group size, subject to availability. Any extra cost from suppliers or authorities is paid by you. Changing your trip to a date more than 12 months later, or within 30 days of departure, is treated as a cancellation.

CHANGES AND CANCELLATION BY US

- 3.7 Weather, road and trail conditions, wildlife movements, park regulations and safety may require changes to your itinerary on the ground. Your guide will decide on the best safe alternative. These changes do not entitle you to a refund.
- 3.8 If we need to make a significant change before departure, such as a different route or a lower accommodation category, we will tell you as soon as possible. You may accept the change, choose an alternative trip, or cancel with a full refund of what you paid us.
- 3.9 If we cancel your trip for reasons other than those in 3.10, you receive a full refund of all payments made to us. We are not responsible for flights, visas, insurance or other costs you arranged yourself.

EVENTS OUTSIDE OUR CONTROL

- 3.10 We are not liable for changes, delays or cancellations caused by events beyond our reasonable control. Examples are natural disasters, extreme weather, epidemics, government or park closures, political unrest, strikes, and flight or ferry cancellations. In such cases we will offer to reschedule your trip, or refund what you paid us minus costs already paid to suppliers and authorities that cannot be recovered.

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Your trip

TRAVEL DOCUMENTS AND HEALTH

- 4.1 You are responsible for a valid passport (at least 6 months beyond your stay), your Tanzania visa, and any vaccination certificates required for entry, such as yellow fever when arriving from a risk country. We are not liable for costs if you are refused boarding or entry.
- 4.2 You must tell us about any medical condition, allergy, dietary need or disability when booking. We may ask for a doctor's statement that you are fit to climb or travel.

TRAVEL INSURANCE

• MANDATORY

4.3 Travel insurance is mandatory. Your policy must cover medical treatment, emergency evacuation (including helicopter rescue) and repatriation. For Kilimanjaro, it must cover trekking up to 6,000 metres. We strongly recommend cover for cancellation and lost luggage. We may ask for proof of insurance before your trip.

CLIMBING KILIMANJARO AND MOUNT MERU

- 4.4 High-altitude trekking carries real risks, including altitude sickness. Reaching the summit is never guaranteed and depends on your health, acclimatisation and the weather.
- 4.5 Our guides are licensed and trained in wilderness first response. **Their decisions on safety are final.** If your guide decides you must descend, you must follow that decision. No refund is given for the unused part of the climb.

- 4.6 Kilimanjaro National Park rules set a minimum age for summit climbs (currently 10 years). Travellers under 18 must be accompanied by a parent or legal guardian.

SAFARIS

- 4.7 Wildlife sightings cannot be guaranteed. Always follow your driver-guide's instructions and park rules, including staying in the vehicle unless told otherwise.
- 4.8 If a lodge or camp in your quote is unavailable, we will provide one of a similar standard.

TIPS

- 4.9 Tips for guides, porters, cooks and driver-guides are not included in the price unless your quote says so. We provide tipping guidelines before your trip.

05

Liability, conduct and legal

OUR LIABILITY

- 5.1 We take reasonable care in planning and running your trip. We are not liable for injury, illness, loss or damage caused by your own actions, by events in section 3.10, or by third-party suppliers outside our control, except where the law does not allow this to be excluded.
- 5.2 Our total liability for any claim is limited to the price you paid us for the trip.
- 5.3 You are responsible for your own luggage, valuables and personal belongings throughout the trip.

YOUR CONDUCT

- 5.4 You must respect local laws, park regulations, wildlife and the crew. We may end your participation without refund if your behaviour puts others at risk or seriously disrupts the trip. Tanzania bans single-use plastic bags; do not pack them.

PHOTOS AND PRIVACY

- 5.5 We use your personal data only to arrange your trip, in line with Tanzania's Personal Data Protection Act. We share it only with suppliers and authorities that need it, such as parks and lodges.
- 5.6 We may use trip photos in which you appear on our website and social media. Tell us in writing if you do not want this.

COMPLAINTS

- 5.7 If something is wrong during your trip, tell your guide or contact us straight away so we can fix it on the spot. If it is not resolved, send us a written complaint within 30 days after your trip ends. We reply within 14 days.

GOVERNING LAW

- 5.8 These terms are governed by the laws of the United Republic of Tanzania. Any dispute that cannot be settled amicably is handled by the courts of Arusha.
- 5.9 We may update these terms. The version on our website at the time of your booking applies to your trip.

KARIBU.

Welcome. We look forward to planning your trip.

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