

WELCOME TO Acatree Tours and Safaris – TERMS AND CONDITIONS

Thank you for choosing **Acatree Tours and Safaris** for your travel experience in Tanzania. These terms and conditions outline the rules and guidelines for using our services. By proceeding with your travel reservation, you acknowledge and agree to these Terms and Conditions. We kindly request that you carefully review this document before finalizing your booking.

Bookings

When making a reservation with **Acatree Tours and Safaris**, a written travel agreement is required, which can be transmitted electronically. This agreement applies to all participants listed in the reservation, and the individual making the booking assumes responsibility for the contractual obligations of all participants. Once the agreement is accepted, **Acatree Tours and Safaris** will confirm in writing, and a confirmation will be sent to you via email.

Payments

A deposit of 50% of the tour price is required within 14 days of completing your reservation. The remaining balance must be paid no later than 30 days prior to the tour's commencement, along with your reservation number. For last-minute bookings made within 30 days of the tour start date, full payment is required immediately. Failure to make full payment by the specified deadlines may result in the cancellation of your booking and forfeiture of the deposit.

Changes in Price and Services

Any changes to the agreed-upon tour itinerary or services will be communicated promptly. In specific circumstances, depending on the nature of the changes, **Acatree Tours and Safaris** may offer a full refund. We reserve the right to adjust the tour price due to fluctuations in currency exchange rates, park entry fees, taxes, or transportation costs. These adjustments are permissible only if there is more than one month between the agreement date and the tour's start. Price or service changes can be made up to 14 days before the tour begins.

Cancellation by Customer

All cancellations must be made in writing and will take effect upon receipt by **Acatree Tours and Safaris**. Our cancellation policy is as follows:

- Cancellation more than 30 days before the tour start: 50% of the tour price.
- Cancellation within 30 days of the tour start: 75% of the tour price.
- Deposits for cabins, lodges, and flights are non-refundable.
- No refunds will be provided for no-shows or unused services. However, **Acatree Tours and Safaris** may determine recoverable service costs on a case-by-case basis.

Cancellation by Tour Operator

Acatree Tours and Safaris reserves the right to cancel a tour contract under specific circumstances:

- For valid reasons, if a participant's actions disrupt the tour, no refund will be issued.
- If the minimum participant number is not met within 30 days before the tour's start, we will provide a cancellation notice and refund the deposit.

Liability of Tour Operator

Acatree Tours and Safaris ensures meticulous tour preparation, accurate service delivery, and effective vendor management. However, we are not liable for services provided by transportation carriers. Participants are responsible for complying with destination country regulations and ensuring adequate insurance coverage.

Special Outdoor Risks

Adventure tours may involve risks such as rough terrain, unpredictable weather, wildlife encounters, and other outdoor activities. Participants acknowledge these risks and assume full responsibility for their safety. We recommend sufficient preparation, including first aid training and carrying travel medical kits.

Duty to Participate

Participants must take reasonable steps to avoid damages, report complaints promptly, and adhere to all tour regulations. Contact information for local associates will be provided, and participants are expected to report any discrepancies immediately.

Passport, Visa, and Health Regulations

It is the participant's responsibility to comply with passport, visa, and health requirements necessary for travel. **Acatree Tours and Safaris** is not responsible for visa issuance. Awareness of required vaccinations and health precautions is essential. Non-compliance does not justify a cost-free cancellation.

Unforeseen Circumstances

In the event of unforeseen circumstances beyond our control, **Acatree Tours and Safaris** may cancel the tour contract or alter the itinerary. Such events include, but are not limited to, war, natural disasters, technical issues, or government restrictions.