

Sand Piper Tours and Safaris Terms and Conditions

At Sandpiper Tours & Safaris, we strive to ensure your planning experience is smooth, transparent, and secure. Please review our Payment Options, Booking Policy, Cancellation Terms, and other important conditions before confirming your safari.

Payment Options

Sandpiper Tours & Safaris offers two secure methods for making your safari payments:

1. Online Credit Card Payment

You can conveniently pay using your credit card through our secure online payment system.

Please note:

A 3.5% bank surcharge is applied to all credit card payments.

Common Questions

- What types of cards do you accept?

We accept major international credit cards including Visa, MasterCard, and American Express.

- Why is there a 3.5% charge?

This fee is charged by our bank/payment processor for all online card transactions.

- What must be done before paying?

You will receive an official invoice from Sandpiper Tours & Safaris. Once you confirm the details, we will send you a secure payment link.

- How do I know my payment is successful?

You will receive an automated confirmation email and a receipt once the payment has been processed.

- Why pay by credit card?

Fast processing, instant confirmation, and added security for international travelers.

2. International Wire Transfer (Bank Transfer)

You may also pay via direct bank transfer to our official company bank account.

Important:

All bank transfer charges must be covered by the sender (client).

International transfers may take up to 7 working days to reflect.

- *How to proceed?*

Once you receive your invoice, we will provide our Sandpiper Tours & Safaris beneficiary bank details.

- *What are the charges?*

Your sending bank may apply international transfer fees. These must be paid on your end to ensure Sandpiper Tours & Safaris receives the full invoice amount.

- *After payment?*

Please email us the transfer slip so we can follow up with our bank and secure your booking.

Booking Policy

To confirm your safari with Sandpiper Tours & Safaris:

- A 40% deposit of the total safari package (excluding flights) is required upon confirmation.
- You may also choose to pay the full amount at the time of booking.
- Full payment must be completed 30 days before your safari start date.
- All payments must be made in US Dollars (USD).
- We accept credit card or bank transfer. (Bank transfer is recommended for large payments.)

Note:

Some high-end lodges have stricter booking terms. Should your itinerary include these lodges, Sandpiper Tours & Safaris will communicate any special payment conditions.

Cancellation Policy

If you need to cancel your trip, the following charges apply:

- 90+ days before arrival: 25% of the total safari cost
- 89 – 31 days before arrival: 50% of the total safari cost
- 30 – 14 days before arrival: 75% of the total safari cost
- 13 days or less / No show: 100% of the total safari cost

Important:

- Only cancellations sent via email are considered valid.
- The cancellation date is based on the email *received date*.
- You will receive a written confirmation once your cancellation request is recorded.
- These cancellation conditions apply only after the booking deposit has been paid.

Amendment Policy

Sandpiper Tours & Safaris is flexible and committed to tailoring your safari to your preferences. Any requested changes should be submitted in writing and in advance.

Please note:

- Changes may result in adjustments to your safari price.
 - Any extra costs resulting from amendments will be communicated before implementation.
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Refund Policy

At Sandpiper Tours & Safaris, we strive to provide flexible and fair refund terms while ensuring the sustainability of our operations. Our refund policy is based on the cancellation conditions agreed upon at the time of booking.

Eligibility for Refunds

Refunds apply only after the booking deposit has been paid and a confirmed reservation has been issued.

All cancellation requests must be submitted **in writing via email** to be considered valid. The effective cancellation date will be the date the email is received. Once your cancellation is processed, you will receive a written confirmation from our team.

*Bank charges and transaction fees required to process your refund will be deducted from the refund amount.

Refund Amounts

Refunds are calculated based on the number of days before your scheduled arrival:

- **90+ days before arrival:**
Refund of 75% of the total safari cost
(25% cancellation fee applies)
- **89 – 31 days before arrival:**
Refund of 50% of the total safari cost
(50% cancellation fee applies)
- **30 – 14 days before arrival:**
Refund of 25% of the total safari cost

(75% cancellation fee applies)

- **13 days or less / No show:**
No refund
(100% cancellation fee applies)

Full Refund in Extreme Circumstances

A **100% refund** may be granted in the following exceptional situations, provided official documentation is submitted:

- **Serious medical emergencies** affecting the traveler or an immediate family member (hospitalization, severe illness, or injury).
- **Death** of the traveler or an immediate family member.
- **Natural disasters** (e.g., floods, earthquakes) that make travel impossible.
- **Government travel bans or border closures** that prevent the traveler from entering Tanzania.
- **Pandemic-related restrictions**, such as mandatory quarantine or positive COVID-19 test results preventing travel.
- **Political unrest or security threats** officially declared by government authorities.

Sandpiper Tours & Safaris reserves the right to verify documentation before approving the full refund.

Refund Process

- Approved refunds will be processed using the original payment method unless otherwise agreed.
- Refunds will be issued within **14 business days** after the cancellation has been confirmed.
- Bank charges or transaction fees (if any) are borne by the guest and deducted from the refundable amount.

Non-Refundable Items

- Third-party services with strict policies (such as airlines or certain accommodations) may be non-refundable. These conditions will be communicated at the time of booking.
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Price Changes

Our safari prices may be adjusted due to:

- Changes in park fees
- Government taxes or regulations
- Supplier rate changes

Any increase affecting your booking will be communicated to you promptly. These costs, if applied, are the responsibility of the client.

Marketing Usage

Sandpiper Tours & Safaris reserves the right to use photographs or videos taken on safari for marketing purposes.

However:

- You retain the right to use your own images.
 - We will notify you if your image/video is selected.
 - Any objections will be considered and respected.
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Client Responsibility

Before traveling, clients must ensure:

- All travel documents (passport, visas, vaccination certificates) are valid.
- They have sought appropriate medical advice regarding vaccinations or fitness to travel.
- All flights, schedules, and entry requirements are correctly arranged.

Sandpiper Tours & Safaris is not responsible for:

- Loss or theft of valuables, tickets, documents, cards, or personal belongings.
 - Delays or inability to travel caused by missing or invalid documents.
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Insurance

We strongly recommend purchasing comprehensive travel and medical insurance, covering:

- Trip cancellations
- Medical emergencies
- Lost luggage
- Evacuation

If requested, we can provide guidance on insurance options, but responsibility remains with the client.

Luggage Policy

Clients are allowed:

- One soft bag/backpack and/or
- Maximum weight: 20 kg

Hard-shell suitcases may be refused due to limited space in safari vehicles.

Sandpiper Tours & Safaris is not liable for luggage lost during international flights, but we will assist in recovery whenever possible.

Guests With Disabilities or Special Needs

Clients with physical, mental, or medical challenges **MUST** disclose their requirements during booking.

We will do our best to accommodate your needs, which may include:

- Adjusted itineraries
- Modified vehicles
- Accessible accommodations
- Stand-by medical assistance (if needed)

Failure to disclose these needs may limit our ability to provide proper support.

Risk Acknowledgment

Sandpiper Tours & Safaris will not be responsible for injury, loss, or dissatisfaction resulting from:

- Ignoring safety instructions
 - Not following guide or company guidelines
 - Incidents occurring at lodges, camps, or third-party accommodations
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Governing Law

These Terms & Conditions, together with all written correspondence, form your contract with Sandpiper Tours & Safaris.

All matters arising from this contract are governed by Tanzanian Law, and the courts of Tanzania have exclusive jurisdiction.