

Terms and Conditions for Wabeja Safaris

Welcome to Wabeja Safaris! By booking any of our safari packages or related services, you agree to comply with and be bound by the following terms and conditions. These terms govern your booking, payment, cancellation, and participation in our safaris and related activities. Please read them carefully.

For inquiries, please contact us at:

Email: info@wabejasafaris.com

Phone: +255 746 463 694

Physical Address: Ngorongoro Tourism Centre Building, Goliondoi Rd, Arusha, Tanzania

1. Booking and Payment

1.1 All bookings are subject to availability at the time of confirmation.

1.2 To secure your booking, Wabeja Safaris requires a **non-refundable deposit of 30%** of the total cost at the time of reservation.

1.3 The remaining 70% balance must be paid no later than **45 days prior to the scheduled safari departure date**.

1.4 For bookings made less than 45 days before the departure date, full payment is required at the time of booking.

1.5 Payments can be made via bank transfer, credit card, or any other agreed method. Bank charges and transaction fees are the responsibility of the client.

2. Cancellation Policy

2.1 All cancellations must be made in writing and sent to info@wabejasafaris.com.

2.2 The following cancellation charges apply:

- Cancellations made more than 60 days before departure: 30% of the total cost (deposit).
- Cancellations made between 45 and 60 days before departure: 50% of the total cost.
- Cancellations made less than 45 days before departure: 100% of the total cost (no refund).

2.3 No refunds will be made for unused services or portions of the safari.

2.4 Wabeja Safaris reserves the right to cancel a booking due to unforeseen circumstances, in which case a full refund of payments made will be provided.

3. Changes to Bookings

3.1 Requests to modify a booking must be submitted in writing and are subject to availability and approval by Wabeja Safaris.

3.2 A fee may be charged for changes to bookings, depending on the nature of the modification and the time of the request.

4. Travel Insurance

4.1 It is the responsibility of the client to ensure that they have comprehensive travel insurance covering:

- Medical expenses and evacuation
- Trip cancellation and interruption
- Personal accident and liability
- Loss or theft of personal belongings

4.2 Wabeja Safaris is not liable for any costs incurred due to lack of adequate insurance coverage.

5. Health and Fitness

5.1 Clients must ensure they are in good health and physically capable of participating in the safari activities.

5.2 Any medical conditions, dietary requirements, or physical disabilities must be disclosed at the time of booking.

5.3 Wabeja Safaris reserves the right to refuse participation to any client whose condition may affect their safety or the enjoyment of other participants.

6. Passports, Visas, and Travel Documents

6.1 Clients are responsible for ensuring they have a valid passport, visas, and any required permits for entry into Tanzania and other countries on the itinerary.

6.2 Wabeja Safaris is not responsible for any delays or cancellations resulting from failure to obtain proper documentation.

7. Safari Activities and Liability

7.1 Participation in safari activities, including game drives, walking safaris, and cultural tours, is voluntary and at the client's own risk.

7.2 While Wabeja Safaris ensures safety measures, wildlife encounters and outdoor activities

carry inherent risks. Clients must follow the instructions of guides and staff at all times.
7.3 Wabeja Safaris is not liable for injury, loss, or damage caused by:

- Wildlife encounters
 - Natural disasters or weather conditions
 - Actions of third-party providers
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8. Accommodation and Meals

8.1 Accommodation is provided as specified in the itinerary, subject to availability. Wabeja Safaris reserves the right to substitute similar accommodations if necessary.

8.2 Meals included in the safari package are specified in the itinerary. Special dietary requests must be communicated at the time of booking but cannot be guaranteed.

9. Transportation

9.1 Safari transportation is provided in fully equipped vehicles suited for the terrain and conditions of the safari.

9.2 Wabeja Safaris reserves the right to change vehicles or schedules if necessary due to mechanical issues, road conditions, or other unforeseen circumstances.

10. Children Policy

10.1 Children under the age of 12 must be accompanied by an adult at all times.

10.2 Age restrictions may apply for certain activities. Parents/guardians are responsible for ensuring the safety and behavior of children during the safari.

11. Code of Conduct

11.1 Clients are expected to behave respectfully towards other participants, guides, staff, and local communities.

11.2 Disruptive or offensive behavior may result in immediate removal from the safari without a refund.

12. Complaints and Disputes

12.1 Any complaints must be brought to the attention of the safari guide or Wabeja Safaris representative immediately to allow for resolution.

12.2 If a satisfactory solution is not reached during the safari, a formal complaint must be submitted in writing to info@wabejasafaris.com within 14 days of the safari's conclusion.

13. Force Majeure

13.1 Wabeja Safaris is not liable for delays, cancellations, or disruptions caused by circumstances beyond our control, including but not limited to:

- Natural disasters
- Political instability or unrest
- Pandemics or public health emergencies
- Airline disruptions

13.2 In such cases, Wabeja Safaris will make reasonable efforts to reschedule or adjust itineraries.

14. Governing Law

14.1 These terms and conditions are governed by the laws of Tanzania.

14.2 Any disputes arising under these terms shall be resolved through arbitration in Tanzania.

By confirming your booking with Wabeja Safaris, you acknowledge that you have read, understood, and agreed to these terms and conditions.

For further questions, feel free to contact us at info@wabejasafaris.com or call +255 746 463 694. We look forward to making your safari experience unforgettable!