

RESERVATION AND PAYMENT

At Seko Tours Adventures, we believe in making your booking process clear and straightforward. Once your trip is confirmed, we will issue you an invoice. To secure your reservation, a non-refundable deposit is required. For camping safaris, trekking tours, and Kilimanjaro climbs, the deposit is 25%. For lodge safaris and hotel reservations, the deposit is 50%. If you book accommodation only, full payment is required at the time of confirmation. All deposits must be settled within 14 days of receiving your invoice, and please note that bank charges or transfer fees are the responsibility of the client.

The remaining balance must be paid no later than eight weeks (two months) before the start of your trip. Timely payment is important, and Seko Tours Adventures reserves the right to cancel any bookings that have not been paid in full by the deadline. For last-minute bookings made less than two months before the travel date, we require full payment immediately upon confirmation.

All payments are made in US Dollars (USD). As our suppliers are also paid in USD, exchange rate fluctuations may sometimes occur between the time of booking and the time of payment. In such cases, any difference caused by exchange rate changes will be passed on to the client.

By following these payment guidelines, we can ensure a smooth and secure reservation process for your safari adventure.

BOOKING CONDITIONS

Bookings should be made as early as possible to guarantee the desired tour, itinerary and departure day. Booking and reservation can be done by e-mail, by telephone or by using the booking form on our web page. Bookings made by telephone will be reserved for 5 working days with no obligation. With telephone reservations, you will still need to confirm your booking by sending us the completed booking form by e-mail or post with the proper deposit within 5 days, or otherwise your telephone reservation will not be accepted. Your booking is fully confirmed when we receive 25% of the non-refundable deposit on our bank account. Booking and our confirmation are considered as a binding contract between you and Seko Tours Adventures.

The client must be over 18. In case the client making a booking with Seko Tours Adventures, is doing the booking for a group of passengers and not only for him/herself, the client warrants that he/she has all authority to sign a contract on behalf of all other persons mentioned in the booking form.

It is the client's responsibility to inform other passengers, for whom they are signing or sending the booking form, about all the bookings and about our terms and conditions. All clients must read the terms and conditions on our web page. By making the first payment, the client confirms that he/she and all other passengers mentioned on the booking form have read, understood and agreed to all of the terms and conditions of the tour. All of the passengers mentioned on the booking form agree to our payment conditions (payment of the deposit or any other partial payment or provisions for reservation, cancellation fees, etc.), whether they have directly signed the contract or not.

Before booking please make sure you have the correct names of all the passengers traveling with you. For tours and safaris, you will also need to give us the information about each client's nationality and date of birth. It is your responsibility to make sure that you have the correct names, nationality and dates of birth for each client who is traveling with you. Any costs that come with wrongly written names, are to be paid on your own behalf.

Confirmed tours and itineraries cannot be transferred to any other date. You must check what is included in the price and inform us before booking if you do not agree or if something is not clear. Later complaints after booking, will not be considered.

LATE BOOKING

For last minute reservations and bookings, less than 2 weeks before arrival, you will have to pay the remaining balance in cash (USD) at arrival and before your tour starts. Lodges and hotels are excluded from this rule, where full payment is necessary for a reservation. With late bookings, the price of the itinerary might adjust, in case that at the time deposit is received accommodation at one or more hotels, huts or lodges might be fully booked. If that happens we will try to find proper accommodation in the same category. In that case the client needs to pay the difference.

ITINERARY CHANGES AND FEES

If you wish to change your itinerary after it has been confirmed and up to 60 days prior to departure and the changes affect such things as departure date, destination, an/or name, a \$100 per person administrative fee has to be paid, in addition to any other fees such as cancellation penalties, airline fees, hotels or local operators. Any changes to your itinerary made less than 60 days before your departure are subject to cancellation fees. If you want to modify your itinerary after departure of the tour (i.e. change accommodation, tour duration, etc.), we do not accept any liability for additional expenses or higher prices and no refunds will be made.

CANCELLATIONS AND

REFUNDS CANCELLATION BY

YOU

If you have to cancel your booking before departure, you must notice Seko Tours Adventures in writing. The day we receive and confirm your written cancellation is considered as the cancellation date. All cancellations will be charged with a cancellation fee, depending on the number of days before the departure date. You will get a refund minus the cancellation fees charged by Seko Tours Adventures plus any additional non-refundable cancellation fees and money already paid in advance to hotels, airlines and local operators. We strongly recommend you take a cancellation insurance for the total itinerary cost. Also the failure to deliver the complete payment by the due date will be considered as cancellation by the client. In this case we will also apply cancellation fees as stated below. The cancellation fees are as follows: 41 – 60 days: 30% of total invoice 31 – 40 days: 40% of the total invoice 21 – 30 days: 50% of the total invoice 11 – 20 days: 60% of the total invoice 02 – 10 days: 70% of the total invoice Within 48 hours and after commencement of holidays: 100% of the total invoice, no refund.

CANCELLATION BY US

We reserve the right to cancel any arrangements. Should this happen we will arrange an alternative choice for you, with paying or receiving a refund regarding the price difference or a full refund of all sums already paid. If we have to stop the tour after departure because of circumstances of acts of God or force majeure, we cannot make any refunds or give you any compensation for unused services or any additional costs on your behalf. If any already paid service or transportation has been canceled by Seko Tours Adventures, you will get the whole refund for all sums paid to Seko Tours Adventures for the canceled service. You will get a refund for canceled services by Seko Tours Adventures within 14 days after cancellation and within 30 days for canceled services by sub-contractors or after receiving money from sub-contractors.

Subject to refund are all sums paid by clients minus the airline ticket cancellation charges and non-refundable deposits for parks, hotels and other services included in your itinerary. We give no partial refunds for any unused portions of your tour, also if any part of the service or climb are not utilized. If during any climb the client has to be brought down of the mountain for any injuries and therefore does not complete the climb, no refund will be issued for the unused service or climb. In this case the

client needs to pay all extra costs. Also any unused portions of your safari or tour after departure are not subject to a refund.

No refunds will be paid, if the client wishes to stop the trip after departure or does not wish to use any arranged, booked and already paid services.

ALTERATION

We reserve the right to alter any arrangements or cancel a scheduled operation should it be obligatory in case of air schedule, poor road conditions, weather conditions, security matters, border closures or any other reason beyond our control. The local conditions in Africa are not always predictable and from time to time delays and diversions from the planned route can happen.

We will do our best to please you and minimize inconveniences but cannot be responsible for matters clearly beyond our control.

LIABILITY AND OUR RESPONSIBILITIES

Seko Tours Adventures, its agents and sub-contractors act only as the passenger's agents in matters relating to the tours, itineraries, hotel accommodation, transportation etc., and shall not in any way be liable for injury, death, illness, delays, subsequent missing of ship, air or train connection, inconveniences arising from unannounced alteration of ship, air or train schedules, weather conditions, loss or damage to personal property whether resulting from but not limited to force majeure or acts of God, civil unrest or revolt, acts of war, strikes or other labor activities, animals, any criminal or terrorist activities.

The company is also not responsible for any overbooking or downgrading of any services or accommodation, mechanical or other failure of any means of transportation or failure of any transportation resulting in arrival or departure delay. The company's liability towards passengers carried in their own vehicles is under domestic law of the country where the safari takes place and no other country. All claims are subject to the law of the courts of the country where the action happens. In case of a car damage or breakdown, a rescue vehicle will be provided and any lost time will be compensated either with an additional day or a refund according to the time lost. Seko Tours Adventures reserves the right to employ independent suppliers or sub-contractors for all or part of the arranged services.

The company cannot be responsible for loss or damage to any luggage or equipment carried while on tour. Seko Tours Adventures can not be responsible for any willful or negligent act or inaction of any person or entity clearly not in their control, or of any other sub-contractors or third party not under their control. Please keep in mind that we are only responsible for those services which were arranged, agreed and/or provided on your behalf. Any services which you arrange on your own are out of our liability and responsibility.

TRAVEL INSURANCE

The clients need to keep in mind that safaris, adventure travel and particularly any physical activity like trekking long distances or climbing involves a certain risk factor and inherent dangers. We therefore advise that persons not fit enough for such long, adventurous and rigorous trips due to chronic illness, heart disease, physical handicap, mental illness or advanced pregnancy should not participate in these travel programs. Seko Tours Adventures also reserves the right to accept or retain participation for any person on a tour at any time, if we consider someone unsuitable for the trip. In this case we will refund a fair and reasonable amount. Parts of the safari and climbs can be physically demanding with driving over

dirty, dusty and rough road, and high altitudes of almost 6000 meters. Seko Tours Adventures has to be informed in written form of any physical disability requiring attention or treatment at the time of the reservation. The clients accepts all possible dangers of such kind of travel on their own risk.

The possible risk factors and inherent dangers include, but are not limited to, risks of climbing, hiking mountains (i.e. falling stones, rock slides, etc.), equipment failures, walking safaris, trail obstructions, and on all safaris dangers of animals, difficulty in evacuation from remote locations in case of a medical emergency and inaccessibility to medical care. It is the clients own responsibility to obtain proper medical advice about medication, immunization, and about their own physical ability for such a trip prior to departure. We are not reliable to provide any medical care and our standard terms and conditions exclude liability for an adequate medical care that may be provided. We therefore most strongly advise you to arrange an adequate insurance against any possible risk while on tour. The travel insurance should cover medical expenses and repatriation, personal accidents, tour cancellation and any kind of loss. Make sure your insurance is aware what kind of tour you are going to undertake. By sending the deposit each passenger, named on the booking form, certifies that they do not have any physical or other medical conditions that would interrupt the tour.

We demand that any client with a medical condition requiring regular treatment or which could be affected by such demanding activities as heat, high altitude, cold, natural phenomenon or food inform Seko Tours Adventures in writing before departure.

NATIONAL PARK RULES AND BAGGAGE RESTRICTIONS

Clients whose trip includes a visit to one or more National Parks and/or Conservation Areas need to follow the rules and restrictions of the individual National Park and/or Conservation Area. In case of rule violation, clients must pay a fine to the National Park. The instructions of guides and drivers must to be followed. Our safari vehicles have limited space, so baggage and luggage is restricted to one normal size suitcase, soft bag or backpack per person.

Baggage weight on all scheduled flights within the parks and trekking trips is limited to one bag of 15 kg per person. In case your baggage exceeds 15 kg, you will have to pay the cost for an additional porter on trekking trips an/or additional costs on all scheduled flights depending on the airline's rules (you will get specific details on your itinerary). While on safari or a trekking tour the rest of your luggage can be stored in most of the hotels in Arusha.

DOCUMENTATION

Clients from other countries traveling to Tanzania are obligated to carry proper documentation showing their citizenship, such as a passport. You may also be asked to bring a vaccination passport. Make sure to carry a valid vaccination passport with the right vaccinations and/or approvals as you may be denied access to Tanzania if these documents can't be provided. Please keep in mind that it is your responsibility to carry proper documentation, passports should be valid for at least six months after leaving Tanzania. If you have any questions regarding entry requirements to Tanzania, you should contact the nearest Tanzanian embassy or your consulate in Tanzania.

COMPLAINTS

If you have any complaints while on tour, you must talk to the guide, personal assistant, the supplier of the service or other local representative to clarify any problems or situation. We advise you to immediately address the problem to our representatives and supplier of service right at the spot, since they will do their utmost to find the best possible situation to your problem. Please keep in mind that, it is unreasonable to complain on return, if you have not taken any actions whilst still on tour. Should

you upon departure still remain dissatisfied, feel free to send us a detailed complaint about the problem within 28 days of the end of our services mentioned in the contract.

Only detailed complaints (problems or situation which caused your dissatisfaction and the exact date must be mentioned, as well as solutions given to you to solve the problem and actions taken while still on tour must be mentioned) will be accepted.

E-MAILS

Sometimes it also might happen that your e-mail does not reach us. If you do not receive any answer from us within 3 working days, we advise you to resend your e-mail again.

PHOTOGRAPHY

Seko Tours Adventures reserves the right to take photos, film material and images of its travels and individual participants while on tour. The clients and tour participants grants Seko Tours Adventures all permission to do so and to use the material for commercial or promotional purposes. In case you disagree with this you should send us a written notice at time of booking your tour.