



KILIMANJARO / SAFARI TOUR - BOOKING TERMS & CONDITIONS

Free Spirit Adventures - Travel Managers – Maasai Wanderings

BOOKING FORM & DEPOSITS

1. To reserve a place on this tour, a **Booking Form** is to be completed by each prospective passenger. This form should be returned to *Free Spirit Adventures*. The final itinerary and price for this tour is subject to change up until such time as the booking is confirmed. You will be notified in writing of any such changes to the itinerary and /or price.
Please complete all details and tick the appropriate box on the Booking Form to declare that you have read, understood and agree to these Booking Conditions. Send the Booking Form to gabbie@freespiritadventures.com.au or fax: 08 83772415.
2. Once your Booking Form is received and the itinerary is confirmed; an invoice will be issued to you for a **Confirmation Deposit of \$1500.00. This is to be paid directly to Travel Managers.** If the deposit is not paid within 14 days, your booking may be cancelled. Please refer to the cancellations and refunds section of these Booking Conditions to ensure you are familiar with the cancellation charges and fees.
3. Additional deposits may be required by airline and other ground operators and these will be advised upon confirmation of the arrangements.

FULL PAYMENT

The final balance of payment for this tour must be received in full by Travel Managers 100 days prior to departure from Australia. If full payment is not received by this time, late payment fees or cancellation of your booking may result. Please contact Gabrielle at Free Spirit Adventures if there is any difficulty meeting this important deadline.

MINIMUM NUMBERS

The total tour cost per person is based on a minimum number of 10 passengers.

If minimum numbers have not been filled 100 days prior to departure, the tour may be subject to re-costing or cancellation.

Should group numbers be such that a single room is required, then a **single supplement** may be charged.

CREDIT CARDS

An additional 3% service fee **will** be applied for use of Credit Cards. This fee is non-refundable.

CANCELLATIONS AND REFUNDS - LAND ARRANGEMENTS

If it is necessary for you to cancel your holiday the following cancellation fees per person per arrangement apply.

Over 100 days prior to departure - \$1000 from Confirmation Deposit + any additional deposits.

Within 100 days prior to departure – 100% of payments are non-refundable.

****All passengers must have Travel Insurance before making final payment, so that unexpected cancellations are covered.***

If we cancel your trip:

If we are forced to cancel your trip for reasons beyond our reasonable control ("force majeure") we will offer you the choice of a full refund of any monies paid or an alternative trip. The Company will accept no liability for any costs incurred by you for anything other than the monies paid to us for the trip.

In addition to the charges above, should the cancellation of an individual affect the remaining passengers tour prices, we reserve the right to apply any costs, single supplement etc that is incurred, to the total cost of the tour.

Regrettably cancellation charges cannot be waived. There will be no exceptions. There are no refunds on unused services after departure from original city.

CANCELLATIONS AND REFUNDS - AIR ARRANGEMENTS

Cancellation fees will apply as required by airlines regulations and will vary dependant upon the type of airfare utilised. Airfare prices and conditions are subject to change or withdrawal without notification until ticketed. Full payment is required before tickets can be issued. Free Spirit Adventures, Maassai Wanderings or Travel Managers cannot be held liable for any increases in prices or changes in the rules and conditions. Foreign currency airfares and airport taxes may fluctuate and are subject to the rate of exchange on date of ticket issue. Increases in airport taxes are not the responsibility of Free Spirit Adventures, Maassai Wanderings or Travel Managers and can be imposed up to departure.

If we cancel your trip:

If we are forced to cancel your trip for reasons beyond our reasonable control ("force majeure") we will offer you the choice of a full refund of any monies paid or an alternative trip. The Company will accept no liability for any costs incurred by you for anything other than the monies paid to us for the trip.

NOT INCLUDED IN THE TOUR COST

International airfares and Australian domestic airfares, Visas, insurance, excess baggage over 20kg (international), extra meals, laundry, drinks, souvenirs items of a personal nature, tips/gratuities. Any pre-paid airfare taxes & surcharges are clearly identified if not included in the tour.

PASSPORT VISA AND VACCINATIONS

It is mandatory that you familiarise yourself with any visa and health requirements that may be applicable in the countries you are visiting. You are responsible for all entry exit health and any other documents required by laws regulations orders demands or requirements of countries visited or transited. Please note that passport and visa requirements are not the responsibility of Free Spirit Adventures, Maassai Wanderings or Travel Managers. These parties cannot be held liable for any loss or expense due to the failure to comply with the above.

RESPONSIBILITY

Maassai Wanderings (herewith called the Company) accepts bookings subject to the following conditions.

The contract

Your contract is with Maasai Wanderings Ltd ("the Company") of PO Box 14035, Arusha, Tanzania. The terms and conditions of all agreements made with the Company shall be subject to and governed by Tanzanian Law. When making a booking you accept that you have read and understand all the booking conditions and agree to abide by them.

Making a booking

We require a completed booking form and a deposit of \$1500 AUD per person. A contract exists when we issue written confirmation of your booking. We reserve the right to refuse any booking at our discretion.

Paying for the trip

The full balance of payment is due 100 days before the departure date of any trip. If this balance is not received the Company reserves the right to treat your booking as cancelled. Travel costs may be affected by external factors beyond our control such as exchange rates, National Park Fees and government imposed taxes. We reserve the right to impose any such surcharges on the cost of the trip. However should any such increases be greater than 5% you will be informed and may cancel your trip within 7 days of notification and be entitled to a full refund of any monies paid.

Itinerary changes

Whilst we will make every reasonable effort to adhere to our itineraries you must realize that the nature of adventure travel in Africa may require changes in travel plans for which the Company accepts no responsibility. If you request or require itinerary changes you may be liable for any costs we incur to facilitate these (see Insurance below).

Acceptance of risks

Adventure travel in Africa involves a degree of risk. Such risks may include amongst others, injury, death, disease, accident, loss of property, inconvenience, delays and discomfort. Please understand that you must accept these potential hazards and that the Company, Free Spirit Adventures and Travel Managers will not be liable for any such risks or claims. The Company, Free Spirit Adventures and Travel Managers will also not be liable for the consequences of strikes, industrial action, wars, civil strife, terrorist activity, adverse weather conditions, natural disasters, other untoward occurrences or any uninsured losses of your property.

Insurance

You must be adequately insured for any trip as a condition of booking. This should include cover for personal accident and medical expenses, including repatriation, and you are strongly advised to include cover for cancellation, curtailment and loss of property. Please carry a copy with you on the trip and leave a copy with a relative in your country of origin.

Trip leaders

Our leaders and guides are there to ensure your trip runs as smoothly as possible. They will at all times be acting in the best interests of the group. Should the behavior of any member of the group jeopardize the safety and well-being of the group, the leader, or other company representative, may ask that member to leave without recourse to any refund. By signing the booking form you indicate acceptance of the leader's authority to make such decisions affecting the group and individuals.

Complaints

If you have any complaint against the Company, Free Spirit Adventures or Travel Managers you should in the first instance inform the trip leader or relevant company representative whilst on the trip so that the complaint may be addressed at the time, and where possible dealt with to your satisfaction. Any further complaint must be made in writing to the Company, Free Spirit Adventures or Travel Managers within 14 days of the end of the trip.

CONSULAR ADVICE

Official travel advice issued by the Australian Department of Foreign Affairs and Trade is available by calling (in Australia) 1300 555 135 or visiting their website www.dfat.gov.au. We recommend that you review this information both prior to making your booking and prior to departure.

For more information, please **email:** wayne@freespiritadventures.com.au or **phone:** 08 83772415

ACCEPTANCE OF BOOKING CONDITIONS

You understand and accept that adventure travel in Africa involves greater risk of misfortune and danger than conventional holiday travel in more developed countries and confirm that you will obtain adequate insurance to cover such risks.

By ticking the appropriate box on the Booking Form, you confirm that you have read and understand all the information provided relating to this trip and agree to abide by the booking conditions.