



NAKUJA

EXPEDITIONS

Safari Booking Terms & Conditions

1. Booking and Payment

A booking is confirmed upon receipt of the required deposit and written confirmation from **Nakuja Expeditions Limited**.

- A **20% non-refundable deposit** of the total tour cost is required to secure your booking unless otherwise agreed in writing.
- The remaining balance may be paid in installments as agreed between the client and the company or in full before the safari commences.
- Clients may choose to pay the entire amount at the time of booking confirmation.

For customized payment plans, payment schedules will be clearly indicated in the booking agreement or invoice.

Accepted Payment Methods

- Credit/Debit Cards (Visa, MasterCard, American Express) – subject to a **3.5% - 4% processing surcharge**.
- Bank/Wire Transfer – clients are responsible for all bank transfer charges **1%**.
- Cash payments are accepted with **no additional charges**.

2. Cancellation Policy

Should you need to cancel your safari, the following cancellation charges will apply:

Cancellation Period	Cancellation Fee
More than 45 days before arrival	10% of the total tour price
14–45 days before arrival	25% of the total tour price
6–14 days before arrival	50% of the total tour price
Less than 5 days before arrival or No Show	100% of the total tour price (No Refund)

Any refundable amount will be processed within **30 days** after cancellation.



Please note that no refunds will be made for unused accommodation, meals, transfers, park fees, activities, or any other services included in the itinerary after the safari has commenced.

3. Amendment and Postponement Policy

Nakuja Expeditions Limited understands that travel plans may change and will make every reasonable effort to accommodate amendments.

- All amendment requests must be submitted **in writing**.
- Changes are subject to availability and may result in additional charges.
- Package prices may be adjusted if amendments affect accommodation, transportation, park fees, or other services.

Postponement

If a safari is postponed due to an emergency or unforeseen circumstance, Nakuja Expeditions Limited will work with hotels, lodges, and other service providers to reschedule the booking.

Where applicable, the client will receive a **credit note** that can be used for a future safari, subject to supplier policies and availability.

4. Passport, Visa and Health Requirements

It is the client's responsibility to ensure they possess:

- A valid passport .
- Required visas.
- Vaccination certificates where applicable.
- Any other travel documents required by the destination country.

Clients should consult their physician or travel health specialist regarding vaccinations, malaria prevention, medications, and overall fitness for travel.

Nakuja Expeditions Limited cannot be held responsible for denied entry resulting from inadequate travel documentation.



5. Safari Prices

Safari prices are based on government taxes, park fees, concession fees, and operational costs applicable at the time of booking.

Should government authorities increase park fees, taxes, fuel surcharges, or other mandatory charges before travel, Nakuja Expeditions Limited reserves the right to adjust the safari price accordingly.

Unless otherwise agreed in writing, your confirmed quotation remains valid under the agreed booking terms.

6. Safari Price Includes

Unless otherwise specified, safari packages include:

- Professional safari guide/driver
- Private or shared safari vehicle
- Accommodation as per itinerary
- Meals as specified
- National Park entrance fees
- Conservation and concession fees
- Camping equipment where applicable
- Mountain rescue fees (for trekking packages)
- Government VAT and applicable taxes

Items not specifically listed as included are considered excluded.

7. Safari Transport

Transportation will be provided according to the confirmed itinerary and group size using suitable safari vehicles, including:

- 4x4 Toyota Land Cruisers with pop-up roofs
- Safari Minivans /Haice / coastal
- Other appropriate safari vehicles



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The company reserves the right to use qualified subcontractors offering equivalent standards of service.

8. Accommodation

Accommodation is generally based on **two people sharing a twin/double/triple and Family rooms.**

Single rooms are available at an additional single supplement cost.

Hotels, lodges, and tented camps listed in itineraries serve as an indication of category and quality. Should any accommodation become unavailable, Nakuja Expeditions Limited reserves the right to substitute it with accommodation of a similar or higher standard.

Clients will be informed of any changes as early as reasonably possible.

9. Changes to Itinerary

While every effort is made to operate tours as published, Nakuja Expeditions Limited reserves the right to alter routes, accommodations, transportation, or activities where necessary due to weather conditions, road conditions, operational requirements, safety concerns, or circumstances beyond its control.

Any significant changes will be communicated to clients whenever possible.

10. Travel Insurance

Comprehensive travel insurance is strongly recommended for all travelers.

Insurance should cover:

- Trip cancellation



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- Medical expenses
- Emergency evacuation
- Personal accident
- Lost baggage
- Personal liability

Nakuja Expeditions Limited accepts no responsibility for losses that could have been covered by travel insurance.

11. Responsibility and Liability

Nakuja Expeditions Limited acts as an agent for hotels, domestic airlines, transport providers, and other independent service providers.

While every effort is made to ensure a safe and enjoyable safari, the company shall not be liable for:

- Personal injury
- Illness
- Death
- Loss or theft of personal belongings
- Flight delays
- Missed connections
- Mechanical breakdowns
- Natural disasters
- Political unrest
- Government actions
- Force majeure events beyond its control

The company's liability shall be governed by the laws of the United Republic of Tanzania.

12. Luggage

Clients are responsible for their personal belongings throughout the safari.



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While every reasonable effort will be made to assist in locating delayed or misplaced luggage, Nakuja Expeditions Limited accepts no liability for loss, theft, or damage to baggage or personal effects.

13. Safety and Risk

Safaris involve travel through remote wilderness areas where wildlife moves freely.

Clients agree to follow all instructions given by their safari guide and lodge staff.

Failure to comply with safety instructions may result in personal injury or property loss, for which Nakuja Expeditions Limited shall not be held responsible.

Participation in safari activities is undertaken entirely at the client's own risk.

14. Complaints

If you experience any issue during your safari, please notify your safari guide, lodge manager, or the Nakuja Expeditions Limited office immediately.

Prompt communication allows us the opportunity to resolve concerns quickly and ensure you continue to enjoy your safari experience.

Complaints submitted after completion of the safari should be made in writing within 30 days of the safari end date.

15. Governing Law

These Terms and Conditions shall be governed by the laws of the **United Republic of Tanzania**.

Any disputes arising from these Terms and Conditions shall be subject to the exclusive jurisdiction of the competent courts of Tanzania.



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16. Acceptance of Terms

By making a booking and paying the required deposit or full payment, the client confirms that they have read, understood, and accepted these Terms and Conditions and agree to be bound by them.

Thank You

Thank you for choosing Nakuja Expeditions Limited.

We are committed to providing exceptional safari experiences and look forward to welcoming you on an unforgettable adventure in East Africa.