

# Terms & Conditions

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Blessing Safaris Limited accepts bookings subject to the following conditions. Please read carefully and retain a copy for your records.

## **INCLUDED IN THE PRICE**

The accompaniment of Professional Multi-lingual local guides (depending on your language) Accommodation specified in the itinerary (based on one, two, or more sharing). Meals (Breakfast, Lunch, and Dinner) as stipulated in the itinerary. Surface transportation. Parks and museum entrance fees, where indicated. Airport transfers. Activities specified in the itineraries.

## **EXCLUDED FROM THE PRICE**

International flights, unless booked alongside expedition. Travel insurance. Passport, visa, and vaccination charges. Departure taxes. Anything not listed under inclusions, Private excursions, and extra optional activities. Alcoholic drinks. Laundry. Telephone calls and anything else of a personal nature. Supplements that may be incurred if you require single accommodation or have special dietary requirements.

## **PASSPORTS & VISAS**

We offer assistance and advice in obtaining a visa after the tour confirmation deposit of 25% of non-refundable of the total tour booked. Though we are not responsible if you or members of your party are not granted a visa or are refused entry into the country. You must have a full passport valid. We will not accept responsibility or refund money in cases where you are unable to travel because of an invalid or mislaid visa or passport.

## **INSURANCE**

Travel insurance is mandatory for all clients whilst on an expedition organized by the company. Clients are wholly responsible for arranging their travel insurance. Clients together with their personal property including baggage are at all times solely at their own risk. Clients are responsible for ensuring that they have private travel insurance with protection for the whole duration of the tour in respect of at least medical expenses, injury, death, emergency repatriation, cancellation or curtailment, legal expenses with adequate cover. Clients should ensure no exclusion clauses limit protection for the types of activities included in the tour.

## **BOOKING CONDITIONS**

The contract is between Blessing Safaris Limited and you, the Client. "The Client" means every person whose name appears on the booking form(s). The person signing the booking form warrants that he or she has the authority of all the other named persons to contract on their behalf. It is agreed that the contract between Blessing Safaris Limited and the client shall be governed by and subject to the conditions. No person other than a Directors of Blessing Safaris Limited has the authority to waiver, vary or modify these conditions.

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To secure your booking: We require a completed booking form with the necessary deposit before we can proceed. No contract shall exist until Blessing Safaris Limited has issued a written confirmation of the booking to you, the Client.

## BOOKING CONFIRMATION

Your booking is fully confirmed when we receive 40% of the deposit in our bank account. Booking and our confirmation are considered as a binding contract between you and Blessing Safaris Limited. At that point, we will issue you with an invoice that includes a balance due date. We must receive the full cost not less than 30 days before the departure date. In case of holidays booked within 29 days of the departure date, we must receive the full cost within 7 working days of our sending written confirmation and invoice or such a shorter time as we may specify. In the case of non-payment of the balance by the due date, we reserve the right to cancel your booking and retain your deposit as well as any other cancellation charges including hotel and operational expenses.

## HOW TO MAKE PAYMENTS

### 1. Direct Wire Transfer

BRANCH NAME	<b>NEW ARUSHA MARKET</b>
BANK NAME	<b>NMB BANK PLC</b>
SWIFT CODE	<b>NMIBTZTZ</b>
ACCOUNT NAME	<b>BLESSING SAFARIS LIMITED</b>
ACCOUNT NUMBER	<b>42710042425</b>
CURRENCY TYPE	<b>USD</b>

### 2. Online Credit Card Payment

We accept Visa, Mastercard, and American Express

If you decide to use this mode of payment, a 3.9% bank surcharge has to be added on top of the original amount. The 3.9% charge does not come from Blessing Safaris Limited, it is a bank surcharge for credit card transactions

Sometimes the gateways or your bank may request additional documents to approve the transaction, bear in mind that it is for your own financial safety.

You can pay through [Pesapal](#) (PCI DSS & PCI PTS compliance)

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## **YOUR FINANCIAL PROTECTION**

When you make a booking, you will be supplied with an unpaid invoice showing the amount you have to pay and the company bank account details and after payment, you will receive the paid invoice. This will act as payment evidence.

## **HEALTH AND SAFETY**

You should familiarise yourself before departure with the precautions recommended by the authorities. Full information about health and safety precautions is available from the Ministry of Health or visit: <https://www.moh.go.tz/en/>

## **LIABILITY**

Blessing Safaris Limited promises to ensure that all parts of the holiday agreed within the contract are provided at a high standard and in accordance with the contract.

### **Please note that**

- Some trips take place in places where we have little control over the quality of internal accommodation arrangements, which may vary in quality and the degree of comfort provided and may also differ from their description given by us in good faith in our brochures, leaflets, and website.
- Most places we operate are very remote in case of flight, local Airlines do not meet International air safety standards and therefore there is a higher level of risk when compared to international flights. If you would like to know which local airlines we use then please contact us for further information.
- It may be necessary for reasons beyond our control to amend advertised arrangements before leaving your country and once the trip begins. Some tours involve working with other accommodation vendors which are limited depending on the destinations that are making great efforts to improve their facilities for their visitors. But despite this, even with detailed planning, a degree of patience and flexibility is required to deal with the unexpected. The itineraries given for each trip must therefore be seen as an indication of intent and not as a contractual obligation on our part. No refunds will be given if changes for such reasons occur. These booking conditions are also subject to change.
- It is understood that if you decide voluntarily to leave an expedition, Blessing Safaris Limited has no responsibility for your safety or well-being or any consequential expenses.
- Please understand that there are certain hazards involved when traveling, which you must accept at your own risk. Snorkeling/Swimming, Diving, Trekking, Climbing, Kayaking, Rafting, Horse-riding, and Mountaineering are inherently dangerous activities. It is possible to be killed, injured, incapacitated, and experience pain, illness, and suffering. There is no way of predicting all of the hazards you will face. Whilst Blessing Safaris Limited and our partners will take reasonable precautions to minimize the risks, there is no way Blessing Safaris Limited or our partners can guarantee your safety on an

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expedition 100%. For all our river or sea trips, clients have to be able to swim. These activities are at your own risk.

- Often areas of our expeditions are remote with little or no medical support. Therefore, delays to get medical assistance are to be expected and can go up to more than 24 hours. In some remote areas, self-rescue is the only option. Your guide may need to begin first aid appropriate to the remoteness of the area and the nature of your ailments.
- Whilst we and our partners will take all reasonable precautions to maintain your safety, you are also responsible for yourself and must act responsibly and safely that will not endanger yourself or others in your party.
- We operate in areas where there are dangers to life from wild animals such as crocodiles, tigers, lions, snakes, and elephants. You agree to act responsibly and if in any doubt take the guidance of your guide or group leader.
- By completing your booking form you certify that you have read and understood these risks and that they are acceptable to you. Blessing Safaris Limited or our partners will not accept your participation on an expedition if you do not have suitable or sufficient travel insurance to cover such events as illness, remote area evacuation, etc.
- We will assist you with any emergency or evacuation in the event of problems by contacting flying doctors with whom we partner. The company will not be liable for any illness, injury, or death sustained whilst traveling with Blessing Safaris Limited, except due to our negligence, nor will it be liable for any uninsured losses of your property.

## **ACTIVITIES ASSOCIATED WITH DANGER**

There are inherent risks involved with riding horses, camels, rock climbing, etc. We may require you to sign a separate form accepting personal liability for any of these activities.

## **FITNESS, ILLNESS, OR DISABILITY**

If you have any medical condition or disability which may affect your holiday, you must advise us in writing at the time of booking giving full details. If you are concerned about your fitness or medical condition and ability to undertake the trip, it is your responsibility to seek medical advice as to whether you should participate. If we feel unable to properly accommodate your particular needs, we reserve the right to decline or cancel your booking.

## **PERSONAL SAFETY**

Regarding hotel rooms, you should contact your guide if you have any concerns about electrical points in the room. All travelers need to be familiar with the evacuation routes of the hotel. For personal safety in general, your guide will help inform you about what is safety measures. When you are not with a guide (e.g. on the beach), Blessing Safaris Limited recommends not to go out at night and to ask the hotel for specific safety considerations.

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## **BAGGAGE**

We cannot be responsible for loss of or damage to baggage, personal effects, money, or documents, except insofar as such liability may arise under our duty as carriers.

## **FORCE MAJEURE**

We regret we cannot accept any liability, or pay any compensation, where the performance or prompt performance of our contractual obligations is prevented, or affected, by “force majeure”. In these booking conditions “force majeure” means any event which we or our agents overseas could not, even with all due care, foresee or avoid. Such circumstances may include war, the threat of war, civil strife, industrial dispute, flight cancellations, terrorist activity, natural or nuclear disaster, fire, sickness, quarantine, adverse weather conditions, and all similar events outside our control.

## **RESTRICTIONS ON PARTICIPATION**

We reserve the right to remove from the tour any person unable or unwilling to conduct themselves in a manner compatible with the satisfactory operation of the holiday. In this event, we will make no refund, nor be liable to pay any compensation, and any additional travel costs involved in returning home are your responsibility.

## **PRICE**

Please note that the prices of our tours are open to change up until the date of departure (for example internal airfare increases and taxes, or significant fluctuations in exchange rates which are completely out of our control and must be passed on to you the client). Blessing Safaris Limited will use its best endeavors to mitigate short-term currency risks through hedging and protect you from the first 5% of any adverse movement. Beyond that level, we reserve the right to pass on the difference in cost. If you wish to mitigate the risk completely then contact Blessing Safaris Limited regarding a solution.

## **SPECIAL REQUESTS**

At the time of booking, please let us know if you would prefer single accommodation or if you have any dietary or health requirements. We will let you know if there is a surcharge. We endeavor to meet all individuals’ specific needs but we can only accept bookings on the understanding that there will be occasions when single accommodation is unavailable.

Smoking is not permitted in vehicles or shared accommodation.

## **GENERAL INFORMATION**

We give advice and information on matters such as health, vaccinations, visas, currency, local conditions, climate, equipment, clothing, and other matters in good faith and cannot be held responsible for such advice and information. You accept responsibility for all these matters and particularly for obtaining the necessary visas and advice from your doctor on all health matters.

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## CANCELLATION

### If you cancel your holiday:

If you cancel after we send you the written confirmation and invoice, or if you fail to pay the full cost of the holiday within the specified time, you will be liable to pay cancellation charges. These are calculated according to the date when we receive written notification of cancellation or the date upon which your cancellation is treated as occurring because of non-payment. The charges are based upon a proportion of the total cost of the holiday, as on our invoice, as follows:

Number of days before departure	Charged from the date we receive your cancellation
More than 71 and 120 days	25% of total deposit
Between 31 and 70 days	50% of total deposit
Between 0 and 30 days	100 % of total deposit

## IF WE CHANGE YOUR HOLIDAY

Blessing Safaris Limited reserves the right at any time to make changes to your holiday arrangements (including accommodation, transport, or services.) Such changes are often minor, but if not, we will advise you as soon as possible.

## CLIENT DELAYS

If clients are delayed at the outward point of departure they should inform Blessing Safaris Limited as soon as possible. Our responsibility does not commence until the joining point in the country as stated in the joining instructions that said we will endeavor to assist clients as much as possible. If prior arrangements have been made Blessing Safaris Limited will organize all transfers.

## COMPLAINTS AND FEEDBACK

It is of the utmost importance to us that you have an enjoyable experience. We are very keen to receive feedback from our clients both **during and after the journeys**. If you have a complaint about any part of your arrangements, please let us know at the first opportunity, so that immediate amendments can be put into place. All complaints should be received in writing within 14 days of the trip and will be taken very seriously. Written notifications of complaints to

E-mail: [info@blessingsafaris.com](mailto:info@blessingsafaris.com)