

## Baba Kilimanjaro Typical Prices per day in USD

- Camping Tours Private: \$265-295 Usual: \$285 Shared Group: \$175-285 Usual: \$255
- Budget Tour Private: \$295-325 Usual: \$305 Shared Group: \$235-295 Usual: \$265
- Mid-range Tour Private: \$315-365 Usual: \$350 Shared Group: \$285-335 Usual: \$305
- Luxury Tour Private: \$365-450 Usual: \$415 Shared Group: \$325-425 Usual: \$395

## Baba Kilimanjaro Terms and Conditions

Baba Kilimanjaro is defined as the supplier; the client as the customer

### **1. Booking Terms and Conditions**

- a. All bookings are honoured as specified; travellers for safari and trekkers for Kilimanjaro are recommended to have full travel insurance with trekkers having access to insurance reference numbers while climbing; all prices are exclusive of air travel to and from destinations, including domestic flights; all prices include all in-country road travel, drinking water and full board while en route.
- b. All bookings are honoured and will be valid until cancellation by client. The supplier ensures all accommodation is as specified in the booking except when hotels are already fully-booked. The supplier will seek to book equivalent accommodation upon approval by the clients.

### **2. Payment Terms and Conditions**

- a. Climbing: payment in advance and in full by instant booking up to 7 days before start date
- b. Safari Tour: payment deposit 50% with remainder as required up to 4 days in advance
- c. Payments may be made in full by bank transfer (details on request) or by separate bank transfer for your deposit and the remaining payment in cash up to 24 hours in advance of start date

### **3. Cancellations Terms and Conditions**

- a. Safari tour cancellations: travellers may cancel up to 4 days before the safari start date to receive a full refund, and between 2-3 days to receive a 50% refund; no refunds will be given after 2 days before start date
- b. Kilimanjaro climb cancellations: not later than 24 hours in advance of climb to receive a full refund

4. Our Proof of insurance: Baba Kilimanjaro is fully indemnified up to Tzs15,000,000 for public liability (details on request).

### **5. Our Responsibility for Your Tour**

- a. Your booking is accepted on the understanding that you appreciate and accept the possible risks inherent in adventure travel and that you undertake the tours, treks or tours in our programme at your own volition.
- b. We will accept responsibility for the arrangements we agree to provide or arrange for you as an “organiser” under the Laws and Regulations governing tourism in Tanzania by the government of Tanzania and as such, we are responsible for the proper provision of all travel services included in your package, as set out in your confirmation invoice.
- c. Subject to these Booking Conditions, if we or our suppliers negligently perform or arrange those services and we don't remedy or resolve your complaint within a reasonable period of time, we will pay you reasonable compensation. The level of such compensation will be calculated taking into consideration all relevant factors such as but not limited to: following mutually acceptable complaints procedures. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

#### **6. Tour Participation and Client Responsibility**

- a. You agree to accept the authority and decisions of our employees, guides and drivers whilst on tour with us. If in the opinion of any such person(s) or any other person in a position of authority (such as, for example, a park officer, guide or hotel manager), your health, level of fitness or conduct at any time before or during a tour is endangering or appears likely to endanger your health or wellbeing or any third party (including any other clients of the included in your group) or the safe, comfortable or happy progress of the tour, you may be excluded from all or part of the tour without refund or recompense. Please note that this will apply primarily for your own safety and that of others in your group

#### **7. Travel and Cancellation Insurance**

- a. You must have travel insurance when you travel with us. You and your belongings are at all times solely at your own risk. You are wholly responsible for arranging your own insurance. You must ensure that you have personal travel insurance with protection for the full duration of the tour in respect of at least medical expenses, injury, death, repatriation, cancellation and curtailment, with adequate and appropriate cover including medical emergency helicopter rescue. Baba Kilimanjaro operates in partnership with a helicopter rescue service on Mount Kilimanjaro. The cost of this service should normally be the responsibility of your travel insurers.
- b. If you make your own insurance arrangements you should ensure that there are no exclusion clauses limiting or excluding protection for the type of activities included in your tour. You must ensure that all travel insurance purchased meets your particular requirements and you should arrange supplementary insurance if need be.

#### **8. Coronavirus Peace of Mind**

- a. If you are booked to travel on one of our tours, climbs or safaris and are unable to do so because you or your travelling companion or any member of your booking party is diagnosed with COVID-19 or you are

required to self-isolate (in accordance with the applicable coronavirus government guidance), you (and/or the person(s) concerned) may cancel your booking on the following terms:

- i. Where you cancel in accordance with these terms, we agree to waive our usual cancellation charges (as set out in our booking conditions)
- ii. You may cancel for a COVID-19 reason not later than fourteen days before departure up to and including the day of departure.
- iii. The right to cancel in accordance with these terms applies to any new booking (whether made with us directly or through an authorised travel agent) until further notice. We reserve the right to withdraw our COVID-19 Promise at any time.
- iv. You must notify us of your need to cancel for a COVID-19 reason in writing (which can be by email) as soon as possible. At the same time, you must provide us with appropriate written official evidence of the coronavirus diagnosis or need to self-isolate (for example the confirmation of the test result).
- v. Your COVID-19 reason must prevent your departure on holiday taking account of then applicable coronavirus government guidance on the period for which you are required to self-isolate.
- vi. The lead name is deemed to have the authority of all persons named on the booking.