

Chasing Dreams Safaris LTD

Chasing Dreams Safaris LTD (Reg: Tin 157 589 415)

Arusha Office: Plot No. 10 Sakina St - Arusha - Tanzania

Email: info@chasing-dreams-safaris.com

BOOKING TERMS AND CONDITIONS

Payment terms/Deposits

For privately booked safaris we require a down payment of 50%, as reflected in the quotation provided at the time of 'confirmation of booking' to hold your booking and accommodations. For group safari's a payment schedule will be as follows:

- a. 20% deposit to hold your spot
- b. 40% due 90 days prior to departure
- c. Remaining balance due 15 days prior to departure
- d. The entire balance can be paid off at any time prior to 15 days before departure

In addition to an initial deposit:

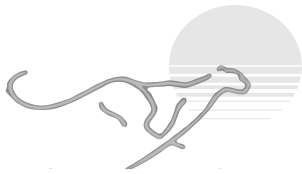
- e. 100% of booked internal flights must be paid in full at the time of booking
- f. Last minute bookings made less than 45 days prior to travel, the full 100% of the booking will be due
- g. Failure to make the required deposit or alternative arrangements means that we will be unable to confirm the booking for you
- h. Prices and availability are subject to change until such time as the deposit has been received by us
- i. Where applicable, we require updated copies of all passports upon confirmation of booking

Changes to Bookings

- a. Please note that you will be responsible to pay any additional charges arising from booking changes made, whether voluntary or involuntary, and this includes:
 - i. All costs and fees resulting from changes requested by you; and
 - ii. All costs and fees resulting from necessary changes caused by factors such as airline schedule, or any event of Force Majeure (as defined below) affecting us and / or our Third-Part Suppliers.
- b. We will make every effort to adhere to the confirmed itinerary. Where involuntary changes are significant, such as to accommodation or transportation, we undertake to provide a reasonable alternative at minimal or no extra cost. However, where you have declined a reasonable alternative or where this is not available we will endeavor to provide:
 - i. A refund on the service(s), subject to terms and conditions of the Third-Party Supplier;
 - ii. Assist you to identify alternative services, the cost of which will be for your account.

Cancellation Policy

- a. All cancellations must be made by you in writing and the onus of proof of delivery of the cancellation notice shall rest with you.
- b. If you cancel a booking for any reason, whether in part or in full:
 - i. Cancellations received 60-90 days prior to departure, you will forfeit any non-refundable deposits (for booked flights etc.) and a 20% penalty of the total booking
 - ii. Cancellations received 60 days or less prior to departure a 50% penalty will be applied plus any non-refundable deposits
 - iii. If a cancellation occurs less than 30 days prior to departure a 100% penalty will be applied.
- c. In some occasions, if we are able to obtain a waiver of cancellations fees or a refund from one or more of our Third-Party Suppliers, we will refund these amounts, less our administration fees to you



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- d. While we will make every effort to ensure delivery of the service in the confirmed itinerary, we reserve the right to cancel services where unavoidable due to circumstances beyond our control. In such event, we will provide a full refund on the cancelled services(s) only.

Travel Insurance

- a. It is strongly recommended that you purchase comprehensive travel insurance **at the time of booking your trip**. You acknowledge that without such travel insurance, you will be responsible for all costs arising from any cancellation, re-routing, or rescheduling of your trip or any emergency (medical or other) that may arise during your travels. **We will not be held liable for any losses that you may suffer in this regard.**
- b. Please make sure that you have sufficient medical and travel insurance coverage in place to cover all medical expenses and associated costs during your trip.
- c. We strongly recommend that you check what you are covered for as not all travel policies provide you with adequate coverage, among things such as adventure activities.

Force Majeure

- a. We cannot accept liability or pay compensation where the performance of our obligations is prevented or affected by any event which is outside of our, or our Third-Party Supplier', control. Such events shall include, without limitations, acts of God, war, threat of war, riots, civil rife, border closures, government acts, terrorist activity, industrial disputes, disasters, strikes, labour disputes, epidemics, quarantine, or other such occurrences or events.
- b. If we or our Third-Party Suppliers are impacted by a force majeure event we shall notify you as soon as possible and provide you with details of the nature or extent thereof.

Included in this Package

- All park and conservation fees - including Ngorongoro Crater service
 - 4WD vehicle with safari Pop up Roof, unlimited mileage
 - Professional English-Speaking Guide
 - Full board accommodation during the safari (Unless stated otherwise)
 - Unlimited Water and well stocked mini fridge in the truck
 - Flying Doctors Emergency Evacuation Insurance
- Taxes, park fees, concession fees, VAT exemptions and other taxes are based in Official Government legislation at booking time. Should any of these be changed by the Government of Tanzania, Soul of Tanzania Ltd reserves the right to amend the rates accordingly.
- If an accommodation is full at the time of booking, comparable alternatives will be suggested (according to availability).
- Transport on safari is provided in 4 wheel-drive vehicles. City and other similar transfers may be provided in minivans. The company reserves the right to employ the services of sub-contractors where necessary.

Excluded in this Package

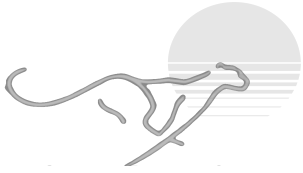
- Tips for Guide (recommended \$10 to \$20 USD per person per day)
- Gratuity for hotel/lodge staff
- Additional activities not listed in above program
- Meals outside safari (unless mentioned otherwise)
- International visa for Tanzania
- International Airfares and Airport taxes

Payment Options

- a. Credit Card Payments (Subject to a 3.5% surcharge)
- b. Bank Transfer/Wire

Bank Account (for USD payments only)

Account Name: CHASING DREAMS SAFARIS LIMITED
Account N^o: 002 6008271
Bank Name: ABSA Bank Tanzania Limited
Swiftcode (BIC Number): BARCTZTZ
Bank address: P.O. 14652, Goliondio Road, Ground Floor Ngorongoro Tourism Centre



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Note: When proceeding with the wire, please inform your bank you shall be covering all expenses associated with sending funds.