



## **Additional Travel Conditions Explore Tanzania 2020 - adjusted**

### **ARTICLE 1 - INTRODUCTORY PROVISION**

1. These additional travel conditions apply to all travel contracts (package and air travel) and other services of Explore Tanzania, and apply in addition or deviation to the ANVR Traveler Conditions 2020.
2. The amendment concerns a temporary relaxation of these travel conditions in the context of Covid-19 and concerns all new bookings from July 2020. This amendment is indicated per item with a (\*)
3. The amounts stated in these conditions apply, where applicable, including VAT.

### **ARTICLE 2 - OTHER CARRIERS CONDITIONS**

If the flight is carried out by scheduled service, the general conditions of carriage of the said airline(s) also apply. Explore Tanzania will provide these on request, or you can request this from the airline. And in the case of car rental, those of the car rental company apply.

### **ARTICLE 3 – PAYMENT**

1. At the conclusion of the agreement, a down payment must be made equal to 20% (\*) of the total agreed travel sum, and if applicable increased by the premium for a travel and / or cancellation insurance.
2. Airline tickets and airport taxes must be paid in full (within seven days) after receipt of the invoice.
3. The remainder of the travel sum must be in the possession of Explore Tanzania no later than two (\*) weeks before the day of departure. In the event of late payment, the traveller is in default. He is notified of this in writing by or on behalf of Explore Tanzania and then still has the option to pay the outstanding amount within seven (\*) days. If payment is still not forthcoming, the agreement will be deemed to have been cancelled on the day of default.
4. If the agreement is made within two (\*) weeks before the day of departure, the entire travel sum must be paid immediately.

### **ARTICLE 4 – TRAVEL SUM**

1. The published travel sum applies per person, unless stated otherwise. This includes the services and facilities stated in the travel itinerary.
2. The published travel sum is based on the prices, exchange rates, levies and taxes, as known by Explore Tanzania at the time of making the itinerary.
3. The entrance fees for the national parks and reserves in Tanzania can be changed (sometimes without warning) by the government. The current rates for the parks are included in the quote and travel itinerary. If the entrance fees are increased, the traveller will receive an additional invoice.
4. The government of Tanzania can immediately introduce taxes and fees that apply to the trip. The traveller will receive an additional invoice for this.

### **ARTICLE 5 – INFORMATION**

1. If the traveller cannot make the trip (in full) due to the lack of any (valid) document - such as passport, visa, proof of vaccination and vaccinations, driving license, green card, etc. - the traveller will take full responsibility and all associated consequences, unless Explore Tanzania has agreed to provide that document and the lack thereof can be attributed to Explore Tanzania.
2. The traveller will inform Explore Tanzania about his / her travel insurance.

### **ARTICLE 6 - TRAVEL DIVERSE**

The necessary travel documents will be made available to the traveller no later than ten days before the day of departure, unless this period must be exceeded for justified reasons.

### **ARTICLE 7 - CHANGES BY THE TRAVELER**

1. The traveller can request to change the travel agreement up to two (\*) weeks before departure. Explore Tanzania will make these changes as far as possible and in that case confirm these in writing. The change costs are € 30.00 per booking, plus any additional communication costs that must be incurred.
2. Changing the departure date or reducing the number of paying passengers is considered a (partial) cancellation to which the cancellation provision applies.
3. In addition to any change costs of the airline, Explore Tanzania charges an administration fee of € 30.00 per person.





#### **ARTICLE 8 - CANCELLATION BY THE TRAVELER**

1. If an agreement is cancelled, the traveller - contrary to the provisions of art. 9.2 of the ANVR Passenger Conditions 2020 -and in addition to any due reservation costs, is due to the following cancellation costs:
  - a. cancellation up to 14 days before the day of departure: none (\*);
  - b. in case of cancellation from the 14th day (inclusive) to the 7th day before the day of departure: the deposit or rebooking to a later date if still possible, excluding additional costs (\*)
  - c. in case of cancellation from 7 days before departure up to and including the day of departure: 100% of the travel sum or rebooking to a later date if still possible, excluding additional costs (\*).
2. In addition to any cancellation costs of the airline, Explore Tanzania charges an administration fee of € 30.00 per person.
3. The prices of Explore Tanzania are based on the number of people in the trip. If one or more travellers cancel an agreement, the other travellers will have to pay the fare, as it will be calculated by Explore Tanzania for the remaining number of travellers.

#### **ARTICLE 9 - LIABILITY AND FORCE MAJEURE**

1. Explore Tanzania is responsible for the proper execution of the travel agreement and repatriation if required due to unavoidable and extraordinary circumstances (such as an outbreak of a serious illness at the travel destination) as a result of which the agreed trip can no longer be carried out (\*).
2. Explore Tanzania and the agent are not liable for:
  - a. damage as a result of shortcomings in the performance of the travel contract on the basis of circumstances attributable to the traveller, including damage that is the result of the health and physical condition of the traveller, damage as a result of circumstances that are not due to Explore Tanzania's fault or cannot reasonably be attributed to Explore Tanzania by law or by standards applicable to society;
  - b. delays and / or damage suffered due to changed flight schedules or departure times, acts of war, strikes, political circumstances, mechanical breakdown, natural disasters or other causes involving force majeure and the consequences of which could not reasonably be avoided;
  - c. theft, loss or damage to property;
  - d. the possession by participants of substances and goods prohibited by Dutch or the host country law;
  - e. participants acting in violation of the laws and morals of the country where they are traveling;
  - f. mistakes made by airlines;
  - g. damages covered by the travel and / or cancellation insurance;
  - h. participation in expeditions, adventure safaris and activities. These are not without danger and therefore at your own risk. Explore Tanzania and the agent are not responsible for any personal accidents or illness resulting from participating in such safaris / activities.
3. By signing the travel description or the reservation form, the traveller declares to be aware of the special nature of the chosen destination and to waive compensation in connection with loss of travel pleasure / immaterial damage as a result of a failure to Explore Tanzania / circumstances attributable to the agent such as delays, overbookings, forced route changes or changes in connection with the adventurous nature and local circumstances, for example in itinerary, transport or accommodation.
4. If the trip does not proceed in accordance with the expectations that the traveller could reasonably have under the agreement due to circumstances that cannot be attributed to either the traveller or Explore Tanzania, each party will bear its own damage. For Explore Tanzania this includes the additional deployment of manpower: for the traveller, this includes additional accommodation and repatriation costs.
5. Explore Tanzania is not liable if and insofar as the traveller has been able to recover his damage from insurance, such as, for example, travel and / or cancellation insurance.
6. The exclusions and / or limitations of Explore Tanzania's liability also apply to employees of Explore Tanzania and relevant service providers, as well as their staff, unless this is excluded by convention or law.

#### **ARTICLE 10 – COMPLAINTS**

1. Unhoped complaints and shortcomings must be reported immediately in writing to the agent or the hotel accommodation on the spot, in order to give them the opportunity to remedy them. If the complaint can't be handled properly locally, the traveller can submit a complaint to Explore Tanzania in writing no later than one month after the return date in the Netherlands.
2. Complaints that are not reported to the agent or the hotel in writing on the spot can never lead to compensation afterwards.