



Terms and Conditions

1. Deposits and Final Payment

Upon booking a tour with Wings of Africa, a 10% deposit for Kilimanjaro or Meru Climb and 30% deposit for Safaris required to secure the tour and begin the necessary booking processes and ground preparations. An invoice will be sent to the client together with the payment instructions. Final balance payment of the tour booked is recommended to be paid in three to four weeks before arrival in Tanzania or You can pay by credit card when you arrive.

Wing of Africa is not responsible for any charges levied or charged by third parties and/or financial institutions and payable by the client as a result of credit card or other payment transactions in connection with the purchase of a tour and will not refund or return any fees charged by such third parties in connection with payments made by clients to Wings of Africa.

For any money transfer when buying a service or a product from Wings of Africa Tz, the following official bank account or online payment links are usually used:

Bank Name: **CRDB BANK PLC Tanzania East Africa**

Branch name: **ARUSHA**

Account name: **WINGS OF AFRICA TZ**

Account Number: **025C001EE8J00**

Swift Code: **CORUTZTZ**

2. Booking Agreement

A booking is confirmed and these Terms and Conditions shall apply when Wings of Africa have received the applicable deposit from the client and the client has received

written confirmation from Wings of Africa of such booking. The client confirming the booking must be 18 years of age and above and agrees to provide full, complete and accurate information as requested by Wings of Africa to confirm the booking. Any client confirming a booking on any tours with more than one client named and booked on such booking represents and warrants to Wings of Africa that:

- i) They have all requisite consents and authority to make such a booking on behalf of all other clients named on the booking, and have communicated all necessary information to the other clients in order for them to give free and fully informed authorization to do so.
- ii) The information that they have provided regarding all clients is complete and accurate, and they have obtained all necessary consents and permissions to share such information with Wings of Africa for the purposes of completing the booking.

3. Cancellation policy

Reservations that are cancelled, reduced in length of stay or reduced in numbers are subject to;

- Cancellations 8 weeks or earlier before the planned tour date are free (Exclude transaction charges).
- Cancellation 60 days to 30 days prior to arrival: we keep a fee of 25 % of the advance payment plus transaction charges.
- Cancellation 29 days or less prior to arrival: we keep a fee of 50 % of the advance payment for Kilimanjaro and Meru Climb
- Cancellation 29 days or less prior to arrival: we keep a fee of 100 % of the advance payment for safari as most of those costs need to be pre-paid. It is highly recommended that clients seek travel insurance, in the event that client needs to cancel a safari.

4. Force Majeure

In the event that a reservation must be cancelled, shortened, or otherwise altered due to force majeure, the client shall be entitled to a 100% refund of all advance payments. All payments will be refunded at 100%, excluding any non-recoverable third-party costs already paid on the client's behalf (which will be documented and communicated).