

Terms and Conditions

The following are the terms and conditions established for all Kilimanjaro climbs, Safaris, and other adventure trips provided by Kileo Tours.

Inclusions and Exclusions:

Prices include:

Accommodations as indicated in each itinerary, based on either twin-bedded rooms or double bed rooms (or tents where applicable) meals as indicated in each itinerary, and domestic bottled water; arrival and departure ground transfers; entrance fees to national parks/game reserves; museums, and other applicable fees.

For Kilimanjaro and other mountain climbs/hikes: Services of licensed professional English speaking guides, skilled cooks, and sufficient crew for carrying your luggage, food, and camping equipment.

For safaris: Services of a professional English speaking driver/guide, and a 4-wheel drive vehicle, equipped for game viewing and touring (pop-up roof for viewing animals) The car is fitted with a 24V charger (inverter) for charging cameras and phones as well.

Not included in quoted trip prices:

Costs of passports and visas; excess baggage charges; travel insurance; international airfare; airport departure taxes; game drives or meals not listed in the itinerary; personal expenses such as beverages (other than those included with meals and bottled water as noted in trip inclusions), laundry, communication charges, medical or extra evacuation fees, and gratuities.

Reservations and Payments:

A deposit of 50% of the total of the tour cost per person is required on confirmation of services. Final payment of the remaining balance is due 2 weeks prior to trip departure or a concise agreement with the agent. Accepted methods of payments include cash (U.S. dollars, TZS for East Africa citizen only) and Wire Transfer.

Payments with credit card can be made after you receive an invoice from us using the online PesaPal Service for which there is a 3.5% service charge paid.

Cancellations:

For bookings cancelled or reduced in number between 60 and 45 days prior 25% of the full amount will be charged.

For bookings cancelled or reduced in number between 44 and 14 days prior 50% of the full amount will be charged.

In case of cancellation within 14 days prior or in the case of a no 'show', 100% of the value of the booking will be charged.

Participation:

Persons not fit for a rigorous trip due to heart disease, chronic illness, physical handicap, advanced pregnancy, or mental illness are advised not to participate in an expedition.

Alterations to Trips:

Kileo Tours reserves the right to alter or modify the itinerary of any trip if air schedule or surface transportation charges, security matters and/or events beyond its control make such alterations necessary.

Baggage:

Baggage and personal effects are at owners risk throughout the trip.

Departure Dates and Prices:

Kileo Tours reserves the right to alter prices quoted should inflation, costs of fuel, labour or materials, air fares or foreign exchange rates change. Should the Tanzania National Parks (TANAPA) raise park fees after this agreement is made, Kileo Tours has the right to ask for additional payment; if any hotels, lodges, or other service providers raise their rates, Kileo Tours also reserves the right to request additional payment.

Kileo Tours Responsibilities:

Kileo Tours acts only as an agent providing trip services and/or related travel services and assumes no responsibility whatsoever for injury, personal illness, loss or damage to person or property in connection with any service resulting directly from: act of God; detention; annoyance; delays; expenses arising from quarantine; strikes; thefts; pilferage; failure of any means of conveyance to arrive or depart as scheduled; civil disturbances; terrorism; government restrictions or regulations; and discrepancies or changes in hotel services over which we have no control but we will offer evacuation in case of emergencies arising from accidents offered by First Aid responder by either ambulances or air lifting to the nearest hospital.

Furthermore, each of the companies providing services to Kileo Tours clients is an independent corporation with its own management and is not subject to the control of Kileo Tours.

Kileo Tours and/or its local operators reserve the right to cancel any itinerary or any part of it, or to make such alterations to the itinerary when deemed advisable for the comfort and safety of clients. On advancement of deposit to Kileo Tours the depositor agrees to the bound to the above recited terms and conditions.

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