



# FOOT ON AFRICA

## TERMS & CONDITIONS POLICY

### Applicable to Foot On Africa Safari Lodge & Foot On Africa Activities

*These Terms & Conditions govern all bookings, stays, and activities provided by Foot On Africa, including Foot On Africa Safari Lodge and Foot On Africa Activities. By booking or using our services, you agree to the following terms:*

#### 1. Bookings & Payments

- All bookings are subject to availability and confirmation.
- Payments must be made in United States Dollars (USD) unless otherwise agreed in writing.
- Foot On Africa accepts the following payment methods: (Cash, Credit/Debit Card or Bank Transfer )
- Alternative payment arrangements may be accepted only through prior written agreement with Foot On Africa.
- Bookings are only confirmed once payment has been received and acknowledged.

#### 2. Cancellation & Refunds

- All cancellation requests must be submitted in writing through email or official communication channels.

#### Refund Timelines

- Notification more than 30 days before arrival/activity date: Guest is entitled to a full refund.
- Notification between 14 and 29 days before arrival/activity date: Guest is entitled to a partial refund.
- Notification less than 14 days before arrival/activity date: Payments are non-refundable.

#### Refund Processing

- Approved refunds may take up to 30 days to be processed and completed, depending on the payment method and financial institution involved.
- No-shows, unused services, or early departures are non-refundable unless otherwise agreed by Foot On Africa.

### **3. Changes & Modifications**

- Requests to modify bookings are subject to availability and may incur additional charges.
- Foot On Africa reserves the right to modify or cancel bookings due to operational reasons, weather conditions, safety concerns, or unforeseen circumstances.
- In such cases, we will offer alternative arrangements or a refund where applicable.

### **4. Check-In, Check-Out & Lodge Rules**

- Check-in and check-out times must be respected unless otherwise agreed.
- Guests are expected to comply with lodge rules and staff instructions.
- Any damage caused to property by a guest may result in additional charges.
- We reserve rights to remove guests from our Lodge engaging in abusive, illegal, unsafe or destructive behavior.

### **5. Activities & Participation**

- Participation in activities is voluntary and may involve inherent risks (including but not limited to wildlife encounters, outdoor terrain, and travel conditions).
- Guests must follow all safety instructions provided by guides or staff.
- Foot On Africa reserves the right to refuse participation in activities if a guest is deemed unfit, unsafe, or in violation of rules.

### **6. Liability Disclaimer**

While we take all reasonable precautions to ensure safety, Foot On Africa shall not be held liable for:

- Injury, illness, or death arising from participation in activities
- Loss, theft, or damage to personal belongings
- Delays, disruptions, or changes caused by weather, wildlife, or other factors beyond our control
- Guests participate in activities at their own risk.

### **7. Travel Documents & Insurance**

- Guests are responsible for ensuring they have valid travel documents, visas, and vaccinations where required.
- We strongly recommend that all guests obtain comprehensive travel insurance covering cancellations, medical emergencies, and personal belongings.

### **8. Health & Fitness**

- Guests must ensure they are physically and medically fit to participate in booked activities.
- Any medical conditions, allergies, or special requirements should be disclosed in advance.

### **9. Privacy & Media**

- By using our services, guests agree to our Privacy & Media Consent Policy regarding the use of photos and videos for promotional purposes.
- Guests may request removal of specific content as outlined in that policy.

## 10. Force Majeure

Foot On Africa shall not be held responsible for failure or delay in performance due to circumstances beyond our control, including but not limited to:

- Natural disasters
- Weather conditions
- Government restrictions
- Political unrest

## 11. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of the United Republic of Tanzania

- Foot On Africa and the guest agree that any dispute, claim, or disagreement arising from the use of our services, activities, bookings, or accommodation shall first be addressed through good-faith discussions and amicable negotiation.
- Both parties agree to make reasonable efforts to resolve disputes informally before initiating any legal proceedings.
- If an amicable resolution cannot be reached within a reasonable period of time, either party may pursue legal remedies in accordance with the applicable laws and jurisdiction.

## 12. Acceptance of Terms

By booking a stay or activity with Foot On Africa Safari Lodge or Foot On Africa Activities, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

**Contact Us:** [info@footonafrica.com](mailto:info@footonafrica.com)

**Web:** [www.footonafrica.com](http://www.footonafrica.com)