

# Covid-19 Adapted Cancellation Policy

## Mukuru Eco-Tented Camps

The followings are the TERMS AND CONDITIONS to which any guest agrees by making a booking with and/or staying at Mukuru Eco-Tented Camps.

As the pandemic continues to disrupt international travel, we have therefore modernized and adapted our COVID-19 terms and conditions, with the intentions to provide flexibility and confidence to future guests enduring international flight bans, closures of boarders, ban on travel imposed by the country of client's residence etc.

Conflicting sections between the adapted policy and the standard terms and conditions are overwritten by section no. 1.

### 1. POSTPONEMENTS & CANCELLATIONS: NEW & CURRENT BOOKINGS, CONFIRMED/DEPOSIT PAID from 1<sup>st</sup> December 2021

- All new bookings must be secured with a 20% deposit within 10 working days after receiving invoice.
- If a client chooses to cancel due to COVID-19 reasons, the following special terms will apply:
  - a. From point of confirmation to 30 days prior to arrival – Full refund or option to postpone the trip to future dates and move the full value paid to new dates.
  - b. 29 days to 8days prior to arrival – 50% cancellation charge or option to postpone the trip to future dates and move the full value paid to new dates.
  - c. 7 days until arrival date – 100% cancellation charge (traveler should claim on their travel insurance)
- **Cancellations for non Covid-19 related reasons will be subject to our standard terms and conditions as found below.**
- Any change in booking date to another season will attract applicable seasonal rate difference.
- Any change in Wildlife Management Area fees, village and conservation fees or additional charges imposed by the government will be additional cost.
- Full payment to be received 30 days prior to client's arrival.
- All extras to be settled in full before departure.

The above special terms apply to Mukuru Eco-Tented Camps. Third party services are subject to their own cancellation terms which will be passed on in the event of cancellation.

These terms are valid until further notice. Mukuru Eco-Tented Camps reserve the right to revert to our standard terms and conditions. Any abuse to this policy will lead to Mukuru Eco-Tented Camps reverting back to standard terms.



# Standard Terms and Conditions of Mukuru Eco-Tented Camps

The followings are the TERMS AND CONDITIONS to which any guest agrees by making a booking with and/or staying at Mukuru Eco-Tented Camps.

## 2. CHILDREN POLICY AND RATES

- A Child under 3 years sharing with adults: free of charge.
- A Child between 3 to 12 years sharing with 2 adults will be charged 50% of adult per person sharing rate.
- A Child between 3 to 12 years sharing with 1 adult will be charged 75% of adult per person sharing rate and adult will pay the full per person sharing rate.
- A Child between 3 to 12 years not sharing with an adult will be charged full adult rate.
- A Child above 12 years will be charged full adult rate.

## 3. ACCOMMODATION RATE INCLUSIONS AND EXCLUSIONS

Rates include:

- Accommodation based on Full board (Dinner / Breakfast / Lunch or Picnic lunch box) OR Half board (Dinner / Breakfast) as per booking
- filtered drinking water from our borehole throughout the day

Rates exclude:

- Laundry, sodas, juice, wines, spirit, local beer and bottled water
- Any extras, activities and programs offered or organized by Mukuru Eco-Tented Camps, game drives, medical evacuation insurance and flying doctors
- Transfers whatsoever to/from airport, hotel or town etc.
- Wildlife conservation fee

## 4. SINGLE SUPPLEMENT

The single tent rate is applicable for the first 3 tents per booking, any extra single tent will be charged additional USD 20 (Non-Residents) / TZS 35,000/= (Residents) on a single tent rate.

## 5. DRIVER GUIDE ACCOMMODATIONS, RATES AND MEALS

A Driver guide will pay TZS 10,000/= per night on Full Board, the driver guide will be accommodated in staff room and have meals with our staff.



## 6. GROUP LEADERS ASSIGNED BY TOUR OPERATORS

So called group leaders who are participating in activities and require guest's accommodation can be eligible for a discounted FB/HB accommodation fee as following (one group leader per group):

- coming with a group of ten or more pax: free accommodation
- coming with a group of five to nine pax: 50% discount on accommodation fee
- coming with a group of one to four pax: no discount

This discount only applies to the chosen full board or half board accommodation rate. Community and environment fee as well as activity fees must be paid in full by the group leader just like by any other guest.

## 7. FAM TRIPS BY TOUR OPERATOR COMPANIES AND AGENTS

FAM trip rates apply for one visit per year for each company and are defined as per the following conditions:

- FAM trips must be given at least 1 week notice in writing (e-mail) prior to arrival, including all information on visitors, duration and activities chosen. Cancellation policies apply.
- 30,000TSH per night and person full board (furnished safari tent, subject to availability on the date of booking), Community and Environment fee exempt. Driver stays for 10,000TSH per night (staff room).
- max. 5 nights to explore a great selection of our activities
- max. 2 pax per company
- activity rates apply as per current standard rates; in order to get to know our service and offers (which is the idea of a FAM trip), all activities in Mkuru during the FAM stay need to be booked with the camp and our guides.

All visits exceeding 1 FAM trip per company and year are subject to charge of standard STO rates.

## 8. ACTIVITIES

We do offer a wide range of unique, well-tried and loved-by-guests activities, which we encourage you to offer to your clients to enrich their stay at Mukuru Eco-Tented Camps.

As a tour operator you are free to create your guests' itineraries, with or without our activities, and adding your own activities like game drives etc.

We do however not accept activities similar to the ones offered by ME-TC to be organized by tour operators with external guides during a client's stay in our camp. We strive to offer an all-round experience, which includes our hospitality as well as our activities, that we can only guarantee if we organize and execute it ourselves.

## 9. EXTRA MEALS

Breakfast: USD 4 per person

Picnic lunch box: USD 7 per person

Lunch: USD 5.5 per person

Dinner: USD 5.5 per person

Coffee Break: USD 1 per person (min. 5 pax)

## 10. PROVISIONAL BOOKINGS

- All reservations or bookings should be made by email.
- Provisional bookings will be held subject to availability for 10 days only and automatically released if no confirmation is received.
- Bookings are confirmed upon receipt of 20% deposit.

## 11. CANCELLATION POLICY

The following terms will apply for any cancellation or reduction in numbers of rooms or passengers of any booking.

- Between 45 days to 30 days prior to arrival date: 50% cancellation fee will apply
- Between 29 days to 15 days prior to arrival date: 75% cancellation fee will apply
- Less than 14 days or no show: 100% cancellation fee will apply

## 12. PAYMENT POLICY

- 20% deposit on confirmation
- Full payment to be received 45 days prior to client's arrival.
- All extras to be settled in full before departure.
- Bookings with no full payment settle on the 45th day prior to arrival, will automatically be released from our system
- Payments are to be made in the currency of the invoice.

### **Methods of payments accepted:**

1. Wire transfer: Please instruct your bank to transfer funds to our bank account stated on the bottom of your invoice.

Please note: All the fees charged by the remitting bank and all the intermediate banks used to transfer funds to our account are the responsibility of the sender.

Just ensure that your bank lets you know full details of the charges they make and charges by any intermediate bank as these will be your responsibility. Banks are not always forthcoming with letting clients know if there is going to be an intermediate bank involved as well.

2. Credit cards: We accept Visa Card, MasterCard, and American Express.

For Credit Card payments, a credit card processing fee of 5% of the invoice amount applies per each transaction. Kindly make the calculation and send the whole amount of invoiced total + 5% if you decide to use online credit card payment.

Click the below link to fill the payment form and make a credit card payment:  
<https://payments.pesapal.com/mukuruecotentedcamps>

Strictly: We do not accept payments through MoneyGram or Western Union.

### 13. LIABILITY

Mukuru Eco-Tented Camps does not and will not accept any responsibilities for any accident or incident of any nature involving clients/guests and or staff members of any tour company, when traveling to or from our camp or partaking in any activity, arranged by, associated with or owned by Mukuru Eco-Tented Camps.

### 14. RATE INCREASE / VARIATION

The contract rates, terms & conditions mentioned in this agreement are subjected to change without notice: however, every effort will be made to maintain them. In the event of change on government taxes, levies, concession fees or wildlife management fees, Mukuru Eco-Tented Camps reserve rights to pass these on to the client.