

GOLDEN TRIPS TANZANIA TERMS AND CONDITIONS



Terms and Conditions

When it comes to embarking on a safari adventure, both Golden Trips Tanzania and their customers need to have a clear understanding of the terms and conditions involved. These terms and conditions outline the responsibilities and expectations of both parties, ensuring a smooth and enjoyable experience for everyone involved. Let's delve into some key considerations when it comes to these terms and conditions.

1. WHO WE ARE

All tours and adventures are operated by Golden Trips Tanzania, a company sole proprietor registered and incorporated in the United Republic of Tanzania.

Certificate of Incorporation: No. 516820

Tax Identification Number: 129-684-933

Value Added Tax Payer registration number: 40-320295-B

Registered address: P.O. Box 16039, Mianzini Street, Plot No. 159, Block C, Section III, The United Republic of Tanzania

2. WHEN THE TERMS AND CONDITIONS APPLY

- These Terms and Conditions shall govern the relationship between Client and Golden Trips Tanzania (Travel Agent: Golden Trips

Tanzania; further- “the Company”) and apply in the following situations:

- When you book a trip directly with us;
- When you book a trip through our partners acting as our sales representatives;
- When booking a trip with us directly or through one of our partners, which includes various travel agencies and marketplaces, both sides automatically agree to be bound by these Terms and Conditions.
- Please note that these Terms and Conditions stipulate the rights and responsibilities that you have while booking and taking part in our tours in Tanzania (Our tours and safaris taking place in Kenya and Uganda will be run as per our partners’ terms and Conditions, it will made available to you upon request and confirming your African Safari with us.)

3. OUR WARRANTIES AND REPRESENTATIONS

We warrant and represent that:

- We have all the necessary licenses and permits to organize and run wildlife safaris and Kilimanjaro climbing expeditions in the United Republic of Tanzania;
- We possess relevant expertise and experience and have taken care of the travel arrangements for hundred visitors of Tanzania and Kenya so far;
- All our Kilimanjaro guides, wildlife safari driver-guides, and consultants have professional training in their respective fields;
- All information that we use in marketing and advertising is true and correct. We do not exaggerate or misrepresent anything in the description of our products;
- We are a tour operator, not a travel agency. No part of our adventures is handled by third parties except for Kenya, Uganda and accommodation in certain hotels, which do not belong to our company, and domestic and international air travel services;
- We also warrant and represent that your trip with Golden Trips Tanzania will positively impact the developing communities of Tanzania;

4. TREATMENT OF YOUR PERSONAL INFORMATION

- We shall require certain personal information to take care of your expedition arrangements. Such information includes your full name, age, nationality, passport information, diet, and medical particulars.
- Parts of this information will be made available to the administration of the Tanzania wildlife areas for the processing of entry permits and to the accommodation providers to make your stay comfortable.

5. Why Golden Trips Tanzania Stands Out

At Golden Trips Tanzania, we are more than just a tour company — we are a dedicated team of professionals committed to delivering exceptional experiences while uplifting our local communities.

Behind every safari or Kilimanjaro expedition is a coordinated effort by a large, passionate team. Our managers invest hours in carefully planning each itinerary. Our reservation agents, all based in Tanzania, work diligently with hotels and lodges to secure your stay. Kilimanjaro expedition coordinators check and prepare your climbing gear, while our supply teams partner with local farms to source fresh, sustainable ingredients. Every tour is the result of meticulous collaboration and local expertise.

One of the core pillars of Golden Trips Tanzania is **sustainable community development**. We proudly provide stable employment and professional growth opportunities for many Tanzanians. In a region where job security can often be uncertain, we are committed to being a reliable and supportive employer. The livelihoods of numerous families depend on the tourism we help facilitate, and we take that responsibility seriously.

With these values in mind, we approach cancellations and refunds thoughtfully. Our policies are in place not just to cover operational costs, but to ensure we continue supporting the dedicated people who make every guest experience unforgettable.

6. CORRESPONDANCE AND COMMUNICATIONS

To avoid travel scams, ensure all the communications are from the following Channels:

Email: all emails must be from our domain, rarely goldentripstz@gmail.com

Our Current tour Consultants are Samson, Joel, Irene, Leticia, Rachel, Anitha and Hillary. All emails starts with their names followed by our domain that is goldentrips.co.tz

Phone and WhatsApp: All their phone numbers are not necessarily published on this website, must be a Tanzania Phone number.

Other means of Communication: Online chat via our website.

As a result of our proactive policies regarding safeguarding all of our communications, we have not had any cases of our company being impersonated or misrepresented by malevolent third parties for their gain. However, caution is always advised.

If you believe that someone you are in touch with is not a legitimate representative of Golden Trips Tanzania, please contact our founder, Samson via WhatsApp/Call +255 689 940 937, Email: sam@goldentrips.co.tz

7. PAYMENT PROCESS AND BOOKING

The booking process begins with your email or phone call to our offices. A personal travel consultant, whose responsibilities encompass all communications with you as well as planning and arranging all of the details of your tour, will be designated. Once all of the details have been agreed upon, an invoice will be issued enabling you to make a deposit confirming your booking.

Your adventure will be deemed confirmed once a deposit payment reaches our account, of which our designated travel consultant will inform you immediately. Depending on the type of your tour, the deadline for the deposit payment will be set by our consultant.

Usually 10% Camping Safari, 20% Budget Lodge Safari, 30% Mid-range Safari, and 50% Luxury Safari.

Depending on the nature of your trip, your travel consultant may ask you to pay more than that stated, example if your tour is domestic flight-inclusive, The flight is 100% payable or can be driven to a big percentage deposit to cover your flight.

Full payment for your tour must be made 7 days before the scheduled commencement date unless otherwise agreed with our consultant in writing. In any case, all of our travel packages should be fully prepaid.

Timely payments are essential, as these funds will be used to cover hotel reservations and other tour-related expenses, which – in turn – tend to be fully prepaid in Tanzania. Failure to make timely payments without prior notification of – or arrangements with – our Company may result in our canceling your booking. Any deposit made may be forfeited according to our cancellation policies.

Please note that all transaction-related charges applicable to your payments must be covered by you. All banking commissions for both sender and receiver must be covered by you when using wire transfers. A 3.5% surcharge shall apply to all credit card payments.

If the deposit and final payments made to our accounts are for any reason incomplete, we shall charge you for the missing amount upon your arrival in Tanzania.

8. BOOKING BY THIRD PARTIES (Tour leader, Travel Agent, or other travel professionals)

If you are a tour leader/travel agent/etc., making a booking on behalf of others, you will be deemed the contact person for every tour participant. In such a case, you will be responsible for:

Informing the other tour participants of these Terms and Conditions. If you consent to them, we will assume that you have secured the express consent of all tour participants to these Terms and Conditions and the inclusions and exclusions of the tour package;

Completing the payments timely and accurately;

Passing all relevant information to the tour participants in a comprehensive and timely manner. If there are any agreed changes concerning the dates or itinerary, you will be responsible for informing the tour participants and securing their consent;

Providing correct and accurate information about the tour participants in a comprehensive and timely manner. It is your responsibility to collect such information and ensure its correctness and accuracy. Under no circumstances will we be liable for any errors and omissions in such information;

If you can not accept responsibility for the above-said, then every member of the group should communicate and book with us individually.

9. PRICES

Once we confirm your booking, the price will not be changed, except for the unlikely case of the government of Tanzania increasing park fees, taxes, or other tourism-related payments. In such a case, a copy of the relevant public notice shall be made available to you immediately. Two options shall be available to you in case of a price increase:

- To cancel your tour and receive a refund following our cancellation policies;
- To agree to the change of price and pay the difference to us;
- Major Quotation Errors

In the rare event of a significant pricing error in our quotation—where we have substantially undercharged for a tour—we reserve the right to correct or withdraw the offer. Should this occur, we will promptly notify you and provide the option to either accept the revised quotation or cancel the booking with a full refund of any payments made.

- Exchange Rate Fluctuations

While uncommon, some of our suppliers may apply an exchange rate surcharge due to significant fluctuations in international

currency markets. Should such a surcharge be applied to our invoices, the client (or their representative) will be responsible for covering any additional costs incurred as a result.

10. Tour Element Modifications

The payment obligations of the client or their representative, as outlined above, are based on the assumption that we can secure all elements of the trip as initially quoted. While every effort is made to adhere to the original itinerary, **Golden Trips Tanzania** reserves the right to make reasonable changes in order to accommodate logistical needs or client suitability.

In rare cases, an unscheduled delay or alteration to the itinerary may occur due to circumstances beyond our control—such as flight delays, adverse weather, natural disasters, strikes, or civil unrest. Should such an event occur, any additional costs incurred (e.g., accommodation, meals, flight changes) will be the sole responsibility of the client. We strongly recommend that all clients purchase comprehensive travel insurance to cover such eventualities.

For group tours—where clients may have varying package selections—it may be necessary to adjust the itinerary sequence without affecting the destinations visited or the total time spent at each.

For example: An itinerary planned to visit parks A, B, and C in that order may be adjusted to start with park C, followed by B and then A, in order to coordinate logistics for group members traveling on the same dates but with slightly different packages.

In some instances, we may not be able to book the tour exactly as initially quoted, due to limited lodge availability, damage to roads or accommodations (e.g. from fire or flooding), or other operational constraints. In such cases, all financial obligations related to that unbookable portion of the trip are waived. However, **Golden Trips Tanzania** reserves the right to make minor itinerary modifications that do not affect the contractual obligations or require consent from the client. These may include:

- Replacing up to two lodges or hotels with comparable alternatives deemed equivalent by the Company
- Adjusting the sequence of overnight stays
- Modifying the number of nights at a particular lodge or hotel
- Changing transportation providers where necessary

These types of changes are infrequent—by the time a trip reaches final quotation, most services will be confirmed or placed on hold with suppliers. These conditions are designed to prevent trip cancellations based on minor adjustments that do not materially impact the overall travel experience.

If any change results in a reduction in cost, the client will be charged the revised, lower amount. Should a change cause an increase in cost, we will either seek the client's approval before proceeding or, alternatively, absorb the additional cost ourselves.

It is the responsibility of the client or group leader to review all itinerary documents carefully. Clients are expected to accept changes required due to clear errors or omissions in the documentation—unless those errors were such that they could not reasonably have been noticed. In that case, we will either absorb the cost or, if necessary, withdraw the booking without penalty.

11. Payment and Invoices

All payments, including any scheduled installments, must be made in full prior to the start date of your tour.

Once a bank or wire transfer has been initiated, clients or their representatives are kindly requested to email/WhatsApp a copy of the payment receipt to the company. We will confirm receipt of the funds via email once the transaction has cleared.

All transaction-related costs—such as bank wire fees and a 3.5% surcharge for credit card or online payments—are the responsibility of the client. Accepted payment methods include bank transfer, credit card,

and secure online platforms such as PesaPal. Banking details will be provided upon request.

Important: All payments must be made to official company accounts registered in Tanzania. We do not operate any offshore or third-party accounts.

In group bookings, we understand that individual payments may be made by different participants. We are happy to accommodate this and will provide separate payment links upon request. However, all financial communications and accountability should be managed through the designated group leader, who remains responsible for the total balance of the tour.

For verification and security, our official banking accounts are held with **NMB, KCB, or Azania Bank**, and **must be in the name “Golden Trips Tanzania”**. All payment links and online payment confirmations should clearly reflect **Golden Trips Tanzania** as the recipient.

I) Currency

All our quotations are provided in **US Dollars (USD), Euros (EUR), GBP or Tanzanian Shillings (TZS)**.

We accept payments in any of these currencies. While **cash payments in US Dollars are preferred**, we also accept **Euros and Pound Sterling**. Clients may choose to pay via **bank transfer** directly into our company's official bank account.

Please note that all cash must be in **good condition** (clean, undamaged, and issued in 2009 or later) as older notes or those in poor condition may not be accepted by local banks in Tanzania.

12. CHANGES TO THE ITINERARY

I) Changes by the client

Any changes you make to your itinerary will be made free of charge if they do not result in extra costs for us. Any such costs must be covered by the Client;

If you decide to discontinue our tour after it is started, either voluntarily or involuntarily, you will be liable to cover any extra costs caused by your decision to leave the trip. Such costs may include but are not limited to covering transportation and accommodation expenses;

If you miss any tour service, sightseeing, or meal, or fail to use any other service acting on your account, no refund will be provided;

II) Changes by the Company

While we do our best to ensure that your tour goes as planned, situations may arise (e.g. parts of the planned route becoming inaccessible due to poor weather conditions) requiring us to change your itinerary. Though rare, such cases are not to be ruled out and we shall endeavour to inform you of them promptly;

II) Changes because of the third parties

The Company shall not be liable for any delay, disruption, damage, or loss outside of our reasonable control. These may include – but are not limited to – third-party actions, flight delays, and any events of a force majeure nature;

You or your insurance company will be liable to cover any expenses, such as extra accommodation and transportation expenses, caused by such change or disruption

13. CHANGES TO THE TRAVEL DATES

If, after making the payments, you decide to change your travel dates, you must inform us of these changes no later than 60 days before the original starting date of your tour. Please bear in mind, that any new proposed dates must fall within one year of your original travel dates.

Also, note that Tanzanian domestic carriers do not reschedule flights. Hotels and Lodges often apply penalties to booking date changes and may set higher prices on accommodation according to season and availability. In such cases, you will be required to cover the extra costs.

13. CANCELLATIONS

I) Cancellations by customer/Client

For all our customers who are purchasing Camping Safari with us, 10% of the total amount is to be paid to secure your booking with us!

In case of cancelation before your tour starts, you have all your money back as per our terms and conditions except the USD 100 as stated below plus the transfer fee.

In case of cancelation, lodges and airlines charge penalty fees. To cover those penalties, the following cancelation fees are to be deducted from the deposit amount:

100 USD per person deposit is non-refundable regardless of the date of cancelation, though transferable to any other dates;

10% cancelation fee if canceled more than 60 days before the tour starts;

15% cancelation fee if canceled 40-58 days before the tour start;

30% cancelation fee if canceled 20-39 days before the tour start;

40% cancelation fee if canceled 10-19 days before the tour start;

80% Cancelation fee if cancelled 5 – 9

No refund if canceled 0 – 4 days before the tour starts.

Final payments may be made **upon arrival**, with **cash payments accepted and preferred**. We accept **USD, Euros, GBP/ Sterling Pounds and Tanzanian Shillings**.

Any tour cancelled before the outlined timeline above, Lodge/Camp/Hotel penalties will be deducted.

I) CANCELTION POLICY FOR LUXURY, ULTRA LUXURY AND HIGH-END SAFARIS

- 100 USD per person deposit is non-refundable regardless of the date of cancelation, though transferable to any other dates;

- 10% cancellation fee if canceled more than 90 days before tour start;
- 30% cancellation fee if canceled 60-89 days before tour start;
- 60% cancellation fee if canceled 30-59 days before tour start;
- 80% cancellation fee if canceled 8-29 days before tour start;
- No refund if canceled 0-7 days before tour start.

Please note: should the penalty fees charged by lodges and airlines exceed the percentages stated above, the non-refundable amount is to be increased accordingly. Bank commissions to be paid for the return of the funds to your account shall be deducted from the refund.

When the tour is rescheduled rather than canceled, the lodges and airlines under your booking are more likely to provide a no-penalty deferral. If a no-penalty deferral is allowed, we will make every endeavor to reschedule your whole tour to new dates without changes. However, the decision about a no-penalty deferral is at the sole discretion of the lodges and airlines under the booking, as contractually they are allowed to charge penalties regardless of the circumstances of the cancellation.

For all possible contingencies, we highly recommend obtaining insurance with coverage sufficient for your tour cancellation. Should anything unforeseen like illness or flight cancellation occur, you can claim financial losses from your insurance company. We, in turn, will provide the necessary proof of all the expenses you incurred.

PLEASE NOTE: No tour starts before receiving the full amount on the other words; All tours must be **paid in full prior to commencement**. While we are flexible in accepting final payments upon arrival, please note that **bank transfers or any other payment methods must be completed at least 5 days before the tour start date** to ensure the funds are reflected in our account on time.

Your payment is essential to secure **national park fees, lodge reservations, permits, and other critical components** of your Tanzania safari experience. We kindly request that all payment timelines are respected to avoid disruptions to your travel arrangements.

Cancellation by us

In the unlikely event of us canceling your tour for any reason, a 100% refund of any payments already made by you to us shall follow;

15. TRAVEL DOCUMENTS, VISAS AND OTHER ENTRIES TO TANZANIA.

You should make sure that all your travel documents are in place.

Thus, among other things, the validity of your passport for international travel should not expire six months after the moment of entering the territory of Tanzania. There will be at least two blank pages for the visa and stamps. You should also get a visa to enter Tanzania. Online application through the website of the Tanzania Immigration Department is the most convenient and fastest way to do that.

Though we will share some visa-related tips please do not consider our recommendations to be the ultimate and comprehensive advice. The information about visas and other entry requirements for visiting Tanzania published on our website is for general knowledge only, and though we try to keep it accurate and up-to-date, we recommend contacting the Embassy of the United Republic of Tanzania to get the latest updates. No information published on our website about visas, vaccinations, or other entry requirements should be viewed as a warranty or representation.

You are also responsible for bearing all visa and other entry-related costs.

We shall not be liable if, in a highly unlikely event, you are denied entry to Tanzania or any other country on the way to Tanzania for whatever reason. You also agree that if you fail to enter the country for whatever reason, no refunds will be made and it will not be possible to reschedule your tour, because we will have all the park fees prepaid and other expenses incurred by the time of your arrival.

16. ACCOMMODATIONS

Accommodations in the Hotels

Our prices for the open group departures include accommodation on a sharing basis in double or twin rooms with your fellow traveler. If you travel alone, we will match you with a same-sex traveler to share a room. If you want to stay in your room alone, please inform our managers at the time of booking. Extra charges for single supplements apply;

Accommodation type and setup for our private adventures are agreed with our consultants individually;

Our safari and Kilimanjaro climbing tours include hotel accommodations described in the respective travel packages on our website/your Itinerary. In some cases, however, those hotels may be fully booked. We will notify you and suggest an alternative hotel before confirming your tour and accepting payment.

Accommodations in the Tents on Mount Kilimanjaro.

Our Kilimanjaro climbing packages include tented accommodation on a sharing basis (2 travelers per tent). You will share a tent with your fellow traveler. If you travel alone, we will match you with a same-sex traveler to share a tent;

If you want to stay in a tent alone, please inform our managers at the time of booking. Extra charges for single supplements apply. Please note that single-tented accommodation on the Marangu route of Mt Kilimanjaro and Mt Meru is not possible because of the park regulations;

Kilimanjaro Trekking Policy: Early Descent, Itinerary Changes & Last-Minute Cancellations

Climbing Mount Kilimanjaro requires meticulous planning and significant upfront arrangements, including park permits, accommodation, staffing, logistics, and supplies. As such, we have established the following policy to ensure transparency and fairness for all parties involved

I). Early Completion of the Trek (Voluntary Shortening)

If you choose to descend or complete your climb earlier than the scheduled duration (e.g., completing a 6-day Machame Route in 5 days), please note:

- **No refunds** will be provided for the unused trekking day(s).
- **No compensation or alternative accommodation** in Arusha or elsewhere will be covered by us due to early descent.
- All logistical expenses—including park fees, guide and porter wages, and supplies—are prepaid based on the full itinerary, regardless of how many days are used.

II). Trek Abandonment (Voluntary Withdrawal)

If you choose to descend from the mountain after 1, 2, or 3 days (or any period shorter than your original itinerary):

- **No refunds** or reimbursements will be issued for the remaining days.
- We will not cover the cost of lodging, meals, or transportation following your early descent.
- All operational costs, including national park fees and staff wages, remain payable in full as these are arranged and committed in advance.

III). Last-Minute Cancellation (Within 24 Hours)

If your Kilimanjaro expedition is cancelled within **24 hours of the scheduled start**, a cancellation fee of **50% of the total trekking cost** will apply. This helps us cover:

- Perishable food and supplies already procured
- Prepaid permits and non-refundable reservations
- Compensation for guides, porters, and logistical staff already assigned

Important Note:

This policy is not intended to be strict but reflects the reality of managing a safe and well-organized mountain expedition. Every trek involves significant coordination, upfront payments, and staffing commitments. By adhering to this policy, we ensure the integrity of our operations and fairness to our team on the ground.

We remain committed to assisting you in every way possible and will always support reasonable solutions when circumstances are beyond your control. For any potential changes, we kindly ask that you inform us as early as possible.

17. MEDICAL INFORMATION AND FITNESS

It is your responsibility to determine whether you are physically fit for a Kilimanjaro climb or a wildlife adventure and assess your health conditions. Upon your request, our consultants may advise you on this matter. At the same time, we recommend seeking a qualified medical opinion if you are not sure.

We may also ask you to provide certain medical information and to complete our medical form. If you have any pre-existing medical condition that may have an impact on your ability to visit mountainous or remote regions of Tanzania, putting yourself and/or other tour participants in danger, we may ask you to have the form signed by a licensed medical practitioner.

Failure to provide the medical form and have it signed by a licensed medical practitioner may result in the cancellation of your tour with applicable cancellation fees, as shown in the cancellation clause of these Terms and Conditions.

We may decline your request to take part in our tours if, in our sole opinion, your medical condition renders you unfit for participation, i.e. you have certain physical or mental disorders or illnesses that put you and/or other participants in danger.

All medical information provided to us will be treated following the "Treatment of your personal information" clause of these Terms and Conditions.

We may cancel your participation in our tours without any refunds in the following situations:

If we discover that the medical information provided to us is false, inaccurate, or incomplete;

If, while taking part in our tour, your medical condition deteriorates to the extent that it puts you and/or other tour participants in danger;

You will need to cover any costs relating to the cancellation.

If you have any special medical or dietary requirements, it is your responsibility to inform us 30 days before your scheduled arrival in Tanzania. On our side, we shall spare no effort in trying to make sure that your special requirements are taken care of. Thus, for those following a special diet, we provide vegetarian, vegan, gluten-free, and halal meal plans. Yet, you agree that we shall not be liable for any failure to attend to any other special needs. No refunds will be issued in such a case.

You also agree that you have been sufficiently informed that some facilities and services, to which you may be accustomed in your country, may be currently unavailable or inaccessible in Tanzania.

18. TRAVEL INSURANCE

You are advised to have your insurance when traveling to Africa, not having the relevant travel insurance will bring no liability to us.

If you are climbing Mt Kilimanjaro, your insurance package should cover high-altitude trekking (up to 6,000 m/ 19858 f) and helicopter evacuation.

You should also make sure that your insurance package provides sufficient coverage against all other relevant risks. It is also your responsibility to keep your insurance provider sufficiently informed of your travel plans and the nature of hazards and risks involved.

If any insurance case happens, it will be your responsibility to inform your insurance provider and to comply with all procedures relating to indemnification/reimbursement. We shall provide reasonable assistance, but shall not be responsible for any positive outcome of the insurance claim whatsoever. We might recommend you [Chapka Insurance vendors](#) as a most preferred Insurance by most of the travelers.

19. VACCINATIONS

Remember that we provide general, non-medical advice about vaccinations and immunizations, which are required or recommended for your visit to the United Republic of Tanzania.

You should seek professional advice from a practicing, licensed physician to determine whether any specific medical measures are necessary for your visit to Tanzania. For general information try <https://wwwnc.cdc.gov/travel>

20. AUTHORITY OF OUR GUIDES

I) Authority of Our Guides on Safari Tours

On all safari tours, we reserve the right to **terminate participation without notice** if a guest's behavior is, in our reasonable opinion—or in the opinion of guides, accommodation providers, or local authorities—causing or likely to cause:

- Distress or danger to others
- Damage to property
- Disruption to the trip
- Violation of local laws or regulations

Such behavior includes, but is not limited to, verbal or physical misconduct, intoxication, refusal to follow guide instructions, or engaging in unsafe or illegal activities.

Physical Readiness & Health Disclosure

Our treks and safaris can be physically demanding. It is the client's responsibility to:

- Disclose any **health conditions, physical limitations, or mobility issues** at the time of booking
- Inform us of **any changes to health or fitness** before the trip begins

We reserve the right to **terminate participation** if a client is deemed, in our opinion or that of any qualified authority, **unfit to safely continue**. In such cases:

- The contract is considered terminated
- **Full cancellation charges apply**
- No refunds or compensation will be provided

II) Authority of Our Guides on Kilimanjaro Trekking Expeditions

For the safety and well-being of all participants, it is **mandatory to follow all instructions and safety protocols provided by our guides** during Kilimanjaro trekking expeditions. The **chief guide has full authority** over all aspects of the trek, including team management, daily itinerary, pace, decision-making in emergencies, and any other expedition-related matters. Their decisions are **final and binding**.

If, in the opinion of the chief guide, a participant's physical condition or behavior is likely to cause harm to themselves or others, the guide has the authority to request that the participant descend the mountain. In such a case, the descent will be accompanied by an assistant guide and designated porters to ensure the participant's safety.

Should you disagree with the guide's assessment but wish to continue the trek, you must provide a **written statement** accepting full responsibility and **waiving all claims** against the company and guide for any resulting harm or consequences. However, this is subject to the guide's discretion and safety evaluation.

Please note:

- If you or a member of your group (partner, sibling, friend, spouse, or child) is unable to continue the climb—due to illness, exhaustion, altitude effects, extreme weather, or any other reason—**this does not qualify for any compensation or refund**.
- The same applies if a participant is influenced to stop by another group member.

21. A PROBLEM ARISING DURING THE TRIP

I) Problem Resolution During Your Safari

At Golden Trips Tanzania, we are committed to providing a seamless and memorable travel experience. However, should any issue arise during your trip, we encourage open and immediate communication so we can take prompt action to address it.

II) Reporting Issues During the Tour

If any problems occur during your safari, please notify your guide, travel consultant, or the company directly **as soon as possible**. Prompt reporting gives us the opportunity to resolve the matter quickly and ensure your experience continues smoothly.

Issues that are only reported after the tour, without having given us a chance to correct them during your trip, will be difficult to resolve and may not be considered for compensation.

III) Supporting Evidence

If you do experience a problem, gathering any form of evidence—such as photos or written details—can be very helpful in resolving the issue, especially if further communication with suppliers is needed after your trip.

Should you receive any concessions or solutions directly from a lodge or service provider during your tour, please let us know as this can aid in reaching a final resolution.

IV) Concerns with Lodges or Accommodation

If you encounter a situation at your lodge or accommodation that you feel uncomfortable reporting to the lodge staff or management, please contact your guide or travel consultant immediately. Doing so does not make you a “difficult” client—in fact, it allows us to ensure your experience is enjoyable and stress-free.

V) Concerns Regarding Driver-Guides

We carefully select our guides through a rigorous process that evaluates their professionalism, experience, and behavior. Our team also undergoes regular training in customer care and wildlife expertise. However, if you feel your guide is acting inappropriately, irresponsibly, or in a way that makes you uncomfortable:

- Please contact us immediately via your consultant or by emailing our Managing Director sam@goldentrips.co.tz. Or WhatsApp +255689940937
- We will assess the situation promptly and, if necessary, **replace the guide**, particularly in remote areas where replacement may occur by the next day.
- In cases of minor issues or misunderstandings, we may issue a private warning without disclosing that a report was made, to preserve your comfort and anonymity.
- We will keep you informed of any action taken.

This policy is not based on any expectation of misbehavior, but is in place to provide you peace of mind and to assure you that your holiday is our top priority.

VI) Language-Specific Guides & Limitations

If you have requested a guide fluent in a language outside of English and outside the scope of our in-house team (e.g., Spanish, French, German, etc.), we may not always be able to offer an immediate replacement. In such cases:

- We will still monitor the situation closely and take appropriate action as needed.
- If serious issues persist, we will manage the matter in accordance with Tanzanian laws.
- While this may not result in a refund or compensation, we will always prioritize your comfort and satisfaction.

VII) Guides in Kenya and Uganda

For tours conducted in Kenya and Uganda, we collaborate with trusted partner operators. Should any issues arise with guides in these regions, we will liaise directly with our partners and **recommend immediate corrective actions** on your behalf

We genuinely value your trust in us and are always here to help. Please don't hesitate to reach out—your feedback helps us maintain high standards and ensure you enjoy the best African safari possible.

22. YOU ACCEPT ALL THE RISKS OF ADVENTURE TRAVEL TO TANZANIA

You understand that your adventures with us may involve visiting remote areas (National Parks, rural regions, etc.), where the standards of medical assistance may be different from those available in your home country or may be unavailable at all.

In addition to that, you also acknowledge that some adventures offered by us may involve certain risks (for example wildlife, high-altitude, etc.) to your health and safety. You agree that you have carefully evaluated all of those risks and assume full responsibility for them.

You release us from all claims and causes of action, which may arise from any losses, damages, injuries, or death that may be the result of the risks inherent to your travels in Tanzania.

23. YOUR LIABILITY OF DAMAGED OR DESTROYED PROPERTY.

We will charge you if you willfully destroy or damage our property, for example, our Kilimanjaro tents, safari vehicles, personal expedition gear that you may hire from us, hotel furniture, items, appliances, and so on.

Any indemnification for damage or destruction should be settled in Tanzania, before your departure to the home country.

24. OUR LIABILITY TO ACCOMMODATIONS AND AIR CARRIER PROVIDERS

Most parts of your tour will be subcontracted to the accommodation providers and local air carriers.

Though we are highly selective in choosing our partners, we can not control their performance, which makes us unable to assume responsibility for your experience with them. In addition, you should remember that while you will be staying in the hotels and lodges, it is their terms and conditions that apply. Conditions of Carriage and applicable aviation conventions will govern your relationship with the airlines.

Because of that, we will not be assuming responsibility for any claims arising out of the performance of any parties other than our company and our employees.

I) Airline and Flight Issues

In the event of flight delays, cancellations, denied boarding, or involuntary downgrades on flights you have booked, you may be entitled

to compensation directly from the airline under **EC Regulation No. 261/2004** (the “Denied Boarding Regulations”).

Should such an event occur, it is your responsibility to pursue the airline directly for any applicable compensation or assistance. Any payments or compensation you receive (or are entitled to receive) from the airline represent the **full extent of your rights** in relation to that disruption.

Please note:

- The right to cancel your flight under these regulations **does not automatically entitle you to cancel or modify other travel arrangements**, including those booked through us in conjunction with your flight.
- We are not liable to issue compensation in relation to the Denied Boarding Regulations, as this is covered entirely under the airline’s responsibilities.
- However, your rights under our own policies (e.g., “**Changes and Cancellations by Us**” or “**Our Liabilities and Their Limitations**”) remain unaffected, except that we reserve the right to consider any compensation received from the airline as satisfying or offsetting our own potential liability for the same incident.

Important:

We strongly recommend that all travelers purchase **comprehensive travel insurance** that includes coverage for flight delays, cancellations, and other unforeseen disruptions. Travel insurance provides valuable protection and peace of mind, especially for international trips where schedule changes may affect other parts of your itinerary.

II) Flights Booked with Itineraries – Terms and Limitations

When you book an itinerary that includes flights through us, please note that **the airline’s terms and conditions** will apply to your flight booking. We act solely as a facilitator to secure suitable flights at competitive prices and **do not accept any liability** for delays, rescheduling, cancellations, or any changes made by the airline.

While we will make every effort to assist in resolving flight-related issues **within our control**, such assistance does **not entitle** the traveler or any tour participant to compensation or refunds for any missed or disrupted portion of the tour.

In the event of a **flight delay**:

- For **private tours**, we will adjust the start time of the itinerary as conveniently as possible for the guest.
- For **shared group tours**, the participant is responsible for any additional costs required to rejoin the group. We shall not be held liable for failure to participate in scheduled tour activities due to flight issues.

Please be aware that **no refunds or compensation** will be provided for missed activities, services, or days resulting from airline-related disruptions.

We strongly recommend that all travelers purchase **comprehensive travel insurance** that includes coverage for flights, cancellations, delays, and missed connections.

25. YOUR VALUABLES AND LUGGAGES

I) Luggage Responsibility & Lost Items Policy

We are not responsible for any luggage that is lost, delayed, or damaged by any airline or third-party transportation provider not operated by our company.

If you have booked a Kilimanjaro climbing/Safari tour with us and your checked luggage is delayed or lost—and it contains your climbing/Safari gear—we will provide the necessary replacement equipment **from our partner rental shop at no cost**, based on the items you can confirm were in the lost luggage. Any additional gear you did not originally pack will be available for hire at the standard rental rates at a rental shop.

Please note:

- We are **not responsible** for communicating with the airline regarding the status of your lost or delayed luggage.
- We are also **not responsible** for transporting the luggage to your hotel once it arrives. If your luggage arrives after you, a **delivery fee will apply** for transporting it from Kilimanjaro International Airport to your accommodation.

II) Personal Belongings & Valuables

While participating in our tours, you are solely responsible for your personal belongings, including money, electronics, jewelry, and other valuables. We cannot accept liability for any lost, stolen, or damaged items during your trip.

If you prefer, you may request that our team securely store your valuables or luggage/Suitcase. In such cases:

- Your belongings will be locked in our **secure company safe**,/ Store room which is monitored by continuous video surveillance and alarm systems.
- Once officially received and documented by our team, we will **assume full responsibility** for any loss or damage to the items stored in our care.

26. **MONEY FOR REGULAR TRAVEL EXPENSES.**

You acknowledge that you should have a reasonable amount of money with you to cover incidental and regular travel expenses (souvenirs, tips, meals if not included, alcoholic drinks, etc.). We shall not be responsible for your failure to cover any expenses of that nature for whatever reason.

27. **EQUIPMENT AND OTHER KILIMANJARO GEARS**

Though all group camping equipment is included in our Kilimanjaro packages, your outfit (mostly clothes for climbing) is not. Thus, you should bring all personal gear for your Kilimanjaro adventure. Our consultants will let you know what you will need for the expedition.

If you do not have certain gear, you may hire everything necessary from any of the suppliers we partnered with. However, remember that personal gear hire is not included in your tour price and extra fees apply.

Before the start of your Mt Kilimanjaro or Mt Meru climbing tour, our tour consultant may ask you to provide your equipment for inspection.

28. **YOUR VALUABLES AND LUGGAGE**

We shall not be responsible for any luggage lost, destroyed, or delayed by the airliner or any transportation provider other than our company.

In addition, neither are we responsible for being in touch with the airliner checking the status of your lost/delayed luggage, nor are we responsible for transporting it to the hotel after it arrives. If your luggage arrives later than you, you will need to pay a luggage delivery fee for transporting the luggage from Kilimanjaro International Airport to the hotel.

You are responsible for keeping your valuables, such as money, gadgets, jewelry, and other personal possessions or luggage while

taking part in our tours. We shall not be responsible for any lost, stolen, or damaged property.

You may ask our managers to accept your valuables, personal possessions, or luggage for safekeeping. In such a case, we will lock them in our company safe, which is under constant video surveillance and alarm. We will assume full responsibility for your property entrusted to our care.

29. IMAGES AND MARKETING

You understand that we agree that our employees and other tour participants may take photos, videos, and other media images during our tours. These photos and videos may have your image. By taking part in our adventures you agree that we and our partners may use this media material for marketing, promotion, and advertising without any royalty and other payments to you. Please inform our staff if you do not want your image to be captured with any photo or video cameras.

30. FORCE MAJURE

We shall not be liable for anything that may happen because of force majeure, which includes but is not limited to natural cataclysms, war or military operations, breakdowns of the mechanical facilities, fire, vehicles or electrical appliances, civil disturbances, labor strikes, actions of the government authorities, political unrest, insurrections, and mutinies, extreme weather conditions and other calamities and situations beyond our reasonable control and which we could not foresee.

31. How We Safeguard Your Booking:

- **Advance Supplier Payments:** We pay all our local suppliers (lodges, parks, subcontracted transportation providers, etc.) well in advance of your arrival. This ensures that, even in the unlikely event of a business disruption on our side, your reservations and arrangements remain secure and intact.
- **Separate Client Fund Management:** Any remaining funds, including our profit margins, are held in a separate account and are only accessed after clients have completed their trip. This

approach minimizes financial risk and protects our clients' interests throughout the travel period.

- **Mandatory Travel Insurance:** We require all guests to secure comprehensive travel insurance at the time of booking. This protects you from unforeseen circumstances that may lead to cancellation or interruption of your trip.

By taking these steps, we are able to offer a high level of booking security and trust to all our customers, regardless of where they are in the world. Your peace of mind is our priority.

32. WHY WE ARE THE BEST

Flexibility and Case-by-Case Consideration

At Golden Trips Tanzania, we are committed to providing a flexible and supportive experience for our clients. While the terms outlined in our standard cancellation policy apply in most circumstances, we understand that life is unpredictable—and we strive to approach every situation with empathy and fairness.

In exceptional cases—such as serious illness, death, natural disasters, or conflict in the client's country of residence—we make every effort to offer a **full refund**, whenever possible. We work closely with our long-standing hotel and lodge partners, who are often understanding and willing to waive cancellation penalties in such circumstances.

Once a cancellation request is submitted, we promptly notify our partners and begin reviewing the case. Each refund request is carefully evaluated on an individual basis, and a decision is typically provided **within 72 hours or sooner**.

Our priority is to ensure you feel supported and valued, even when unforeseen events arise.

33. Additional Excursions and Activities

During your trip, we may share information or recommendations about optional activities and excursions available in the areas you visit. Please note that these services are provided by independent local operators and third-party providers who are not affiliated with Golden Trips Tanzania in any contractual capacity. As such, these activities are not part of your official booking with us, even if we assist you in making a reservation or recommend specific providers.

We do not own, operate, supervise, or control these third-party services and therefore cannot accept any liability for their performance, safety, or quality. The standard terms and conditions outlined in your contract with Golden Trips Tanzania do not apply to these optional activities.

While we make every effort to provide accurate and up-to-date information, we cannot guarantee the availability, scheduling, or content of excursions or local experiences not included in your tour package. If any such excursion is essential to your travel experience, please contact us prior to booking so we can share the most current information available.

Should we become aware of any material changes affecting the region or the excursions we reference—particularly those that could reasonably influence your decision to book—we will do our best to inform you promptly.

34. THE LAWS OF TANZANIA SHALL APPLY

The laws of the United Republic of Tanzania shall apply in case of any disputes. ARE

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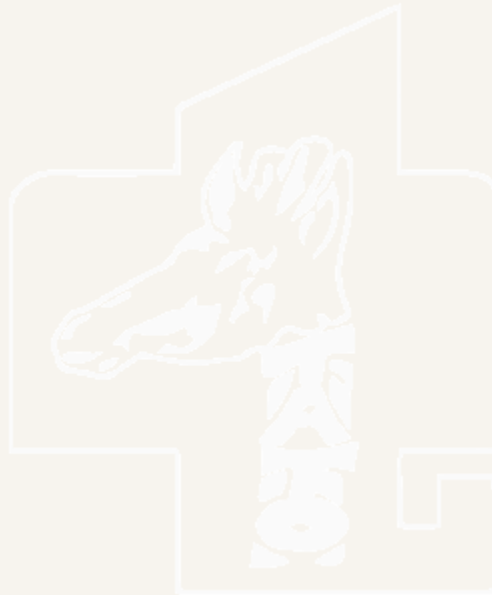
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