

CANCELLATION POLICY AND DEPOSIT

1. DEPOSITS & FINAL PAYMENT

Upon booking a tour with One Bike Company Ltd, a 30% deposit is 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 required no later than 21 days before the tour starts.

Bookings made within 21 days of the tour start date should be paid in full.

All payments made to One Bike Tanzania Ltd should be free of bank charges and credit card transaction surcharges. One Bike Company Ltd 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 One Bike Company Ltd.

2. CANCELLATION POLICY

A client may cancel their booking by notifying One Bike Company Ltd. The applicable cancellation fees shall be determined with reference to the date on which the request to cancel is received by One Bike Company Ltd and are expressed hereinafter as a percentage of the total price paid for the cancelled tour.

- (a) Cancellation received 35 days or more before the tour starts: No Cancellation Fees will be charged
- (b) Cancellation received 11 – 34 days before the tour starts: 30% Cancellation Fee will be charged
- (C) Cancellation received 3 – 10 days before the tour starts: 50% Cancellation Fee will be charged
- (d) Cancellation received within 48hrs before the tour starts: 100% Cancellation Fee will be charged
- (e) Tailor-made tours may be subject to alternative cancellation terms, which will be communicated to applicable clients at the time of booking.