TANGER SAFARIS & CULTURE LIMITED

General Terms & Conditions

Arusha, Tanzania • Version: January 2026

At a Glance – Key Facts

- Deposit: 50% of the total price – due within 5 business days of booking confirmation
- Balance: due 30 days before departure (if booking within 30 days: full amount due immediately)
- Cancellation fees: 40% – 100% of the trip price depending on notice given
- Comprehensive travel insurance is mandatory for all travellers
- Zanzibar mandatory insurance (ZIC): USD 44/person – must be arranged independently in advance
- Claims deadline: 2 years from the contractually agreed end of the trip
- Governing law: United Republic of Tanzania; jurisdiction: Arusha, Tanzania

Clause 1 Scope & Formation of the Travel Contract

1.1 Contracting Parties

These General Terms and Conditions (GTC) govern the legal relationship between the customer and TANGER SAFARIS & CULTURE LIMITED (hereinafter "Tanger Safaris" or "Operator"), headquartered in Arusha, Tanzania. By submitting a booking request, the customer expressly accepts these GTC.

1.2 Booking Process

- Booking requests are accepted via the online booking form or by e-mail. Telephone bookings are not accepted.
- Tanger Safaris will acknowledge receipt electronically; this acknowledgement does not constitute a binding booking confirmation.
- As each trip is individually tailored, confirmation may take up to 14 days while availability is verified with local partners.
- The travel contract is formed only upon Tanger Safaris issuing a formal invoice.

1.3 Counter-Offers

If the booking confirmation differs from the original request, it constitutes a new offer to which Tanger Safaris is bound for 10 days. The customer accepts by written e-mail, advance payment or final payment within that period.

Clause 2 Obligations of the Operator & Service Availability

2.1 Right of Local Partners to Refuse Service

Local partners may refuse to provide a service if participation would pose a significant risk to the life or health of the customer (e.g. undisclosed medical conditions).

2.2 Cultural & Local Guidelines

⚠ Notice – Local Values & Cultural Norms

Tanzania has cultural and moral standards that may differ significantly from those of many travellers' home countries. All participants are required to follow the guide's instructions at all times (e.g. dress codes, no consumption of alcohol in public).

Participants who fail to comply with explicit instructions from the tour guide may be excluded from part or all of the tour programme without entitlement to any refund.

2.3 Changes to the Itinerary

Changes to the itinerary, accommodation or tour routing are only permissible if: (a) provided for in the contract; (b) the change is minor; and (c) the customer is informed before the start of the trip. The start of the trip is deemed to be the day of departure from the customer's country of origin.

In the event of a significant change to a core service, the customer may withdraw from the contract free of charge or request participation in an equivalent alternative trip. This right must be exercised without delay.

Clause 3 Physical & Health Limitations

ⓘ Disclosure Obligation

Safari activities generally require full physical and mental fitness. The customer is obliged to inform Tanger Safaris of any physical or health limitations of all participants at the time of booking at the latest.

Tanger Safaris will endeavour to find a suitable solution in cooperation with its local partners.

Clause 4 Payment Terms

4.1 Currency & Bank Details

All invoices are issued in US Dollars (USD). Bank details are provided with the binding booking confirmation.

4.2 Payment Schedule

Payment	Amount	Due Date
Deposit	50% of total price	Within 5 business days of booking confirmation
Balance	Remaining 50%	30 days before departure (if booking within 30 days: full amount due immediately)

If a payment is not received within the applicable deadline, Tanger Safaris is entitled to withdraw from the contract without prior notice and to charge cancellation fees in accordance with Clause 6.

Clause 5 Price Adjustments

Price increases are only permissible if explicitly provided for in the contract and result from increases in accommodation costs, transportation costs, taxes or charges levied by third parties. No price increases are permitted within 20 days of departure.

If the price increases by more than 8%, or a core service changes substantially, the customer may withdraw free of charge or request an equivalent alternative trip. This right must be exercised without delay following notification by Tanger Safaris.

Clause 6 Customer Cancellation & Fees

The customer may cancel at any time before the start of the trip by written notice sent by e-mail. The decisive date is the date on which Tanger Safaris receives the written cancellation.

6.1 Cancellation Fee Schedule

Notice Period Before Departure	Cancellation Fee
30 days or more	40% of the trip price
15 – 29 days	60% of the trip price
7 – 14 days	70% of the trip price
1 – 6 days	90% of the trip price
Day of departure or no-show	100% of the trip price

Note: Minimum Compensation for Non-Refundable Pre-Payments

If Tanger Safaris has already made non-refundable advance payments to third parties that exceed the standard fees set out above, the actual amount of those payments constitutes the minimum compensation payable by the customer.

Tanger Safaris reserves the right to claim a higher, specifically evidenced level of compensation in justified individual cases.

No cancellation fee is payable if the cancellation is caused by unavoidable, extraordinary circumstances (force majeure) at the destination. See Clause 7 for details.

Clause 7 Cancellation Due to Force Majeure

7.1 Definition

Either party may cancel before the start of the trip if the safari is significantly impeded, endangered or affected by unavoidable, extraordinary circumstances beyond the control of either party. In such cases, the Operator forfeits its claim to the agreed trip price.

7.2 Examples of Force Majeure

- Natural disasters: severe flooding making national parks inaccessible, earthquakes or volcanic eruptions in the destination area.
- Political hazards: wars, civil-war-like conditions, terrorist attacks or severe civil unrest in Tanzania.
- Health risks: outbreak of epidemics or pandemics with associated government lockdowns or travel restrictions.
- Sovereign orders: short-notice border closures or entry bans issued by the Tanzanian government.

7.3 Assessment of Risk

For an objective assessment of the risk situation, Tanger Safaris refers to the current travel and safety advisories issued by recognised government authorities, including the UK Foreign, Commonwealth & Development Office (FCDO) at gov.uk/foreign-travel-advice, the US Department of State at travel.state.gov, and equivalent national authorities in the traveller's country of residence.

7.4 International Travel – Not a Force Majeure Event

Important: Flight & Travel Disruptions

As Tanger Safaris provides land-based services in Tanzania only, circumstances affecting international travel to Tanzania (e.g. flight cancellations, airline strikes or airline insolvency) do not constitute a force majeure event under this contract, provided the safari on the ground remains objectively operable.

Tanger Safaris strongly recommends taking out trip interruption and travel disruption insurance to cover such scenarios.

Clause 8 Amendments & Rebooking

Amendments requested by the customer (in whole or in part) will be accommodated subject to availability and operational feasibility. All additional costs resulting from the amendment are borne by the customer.

Clause 9 Unused Services

All trip components are offered as a package. No partial refund is given for any services not used by the customer.

Clause 10 Cancellation Due to Minimum Participant Numbers

Tanger Safaris may cancel the trip if the minimum number of participants stated in the booking confirmation is not reached, up to 4 weeks before departure. Any payments already made will be refunded in full without delay. Any currency exchange losses arising from the refund are borne by the customer.

Clause 11 Customer Obligations

11.1 Accuracy of Information

The customer warrants that all information provided at the time of booking – including information relating to co-travellers – is complete and accurate. Any changes must be communicated to Tanger Safaris without delay. If incorrect information is provided, Tanger Safaris is entitled to suspend the contractual services immediately.

11.2 Duty to Report Service Failures

If service failures occur during the trip, the customer must report them immediately to the local guide or directly to Tanger Safaris to enable remediation and to minimise further loss or damage.

11.3 Claims Deadline

Important: Deadline for Claims

All claims arising from defects, damages or termination must be submitted to Tanger Safaris in writing within two (2) years of the contractually agreed end of the trip.

Claims submitted after this deadline will not be considered.

Clause 12 Limitation of Liability

Tanger Safaris' liability for damages is limited to three times the trip price, except where:

- the damage involves personal injury, or
- the damage was caused by wilful misconduct or gross negligence.

Tanger Safaris is not liable for service failures, personal injury or property damage relating to third-party services that are merely brokered (e.g. separately booked excursions, car hire, transfers) and are not included in the invoice amount. Such services are recognisably not part of the Tanger Safaris travel package.

Where international conventions or statutory provisions limit or exclude the liability of service providers, Tanger Safaris may invoke these provisions in its favour.

Clause 13 Visas, Entry Requirements, Insurance & Further Notices

13.1 Entry Requirements (Customer's Responsibility)

Compliance with all passport, visa, currency and health regulations in the relevant countries is the customer's sole responsibility. Tanger Safaris recommends consulting the relevant consulates or embassies well in advance of travel.

13.2 Zanzibar Mandatory Travel Insurance (ZIC)

Mandatory: Inbound Travel Insurance for Zanzibar

All foreign visitors to the Zanzibar Archipelago are legally required to take out inbound travel insurance with the Zanzibar Insurance Company (ZIC) before entry. This is compulsory regardless of any other private travel insurance held.

Current fee: USD 44 per adult (approx. USD 22 for children aged 3–17; free for children under 3), covering stays of up to 92 days.

Insurance must be arranged independently and in advance at: visitzanzibar.go.tz

Tanger Safaris accepts no liability for delayed issuance of the QR code, denial of entry by border authorities, or the actual performance of insurance services by ZIC.

13.3 Travel Safety Information

Customers are advised to check the current travel advisories and safety notices issued by their national government before booking and before departure. Tanger Safaris cannot guarantee the completeness, accuracy or currency of any travel information it provides.

13.4 Travel Documents (Customer's Responsibility)

The customer is responsible for obtaining and carrying all required travel documents, completing any necessary vaccinations and complying with customs and currency regulations. Any disadvantages arising from non-compliance (e.g. cancellation fees) are borne by the customer. Tanger Safaris accepts no liability for consequences arising from inadequate or missing documentation.

13.5 Mandatory: Comprehensive Travel Insurance

Required for All Travellers

All customers travelling with Tanger Safaris & Culture Limited are required to hold comprehensive travel insurance. The policy must be valid from the date of booking (to provide cancellation cover) and must include medical treatment, emergency evacuation and repatriation coverage for the duration of the trip.

13.6 Luggage

All luggage and personal belongings remain the customer's responsibility at all times. Tanger Safaris accepts no liability for loss or damage for any reason.

- Luggage allowance: 1 soft bag or backpack (max. 15 kg) – hard-shell suitcases are not accepted.
- 1 day pack is permitted in addition to the main bag.
- The company reserves the right to refuse excess baggage.
- Different weight limits may apply on bush flights.

13.7 Risk Acknowledgement & Liability Waiver

Risk Acknowledgement

The customer acknowledges that all tours are adventurous in nature and involve inherent personal risk. The customer accepts full personal responsibility for all associated risks.

To the extent permitted by applicable law, the customer agrees to indemnify and hold harmless Tanger Safaris, its agents and service providers against any claims arising from injury, death or property damage – except in cases of wilful misconduct or gross negligence on the part of Tanger Safaris.

Note: A blanket exclusion of liability for personal injury or death is unenforceable under many legal systems. This clause applies only to the extent permitted by the governing law set out in Clause 15.1.

13.8 Guide Authority

The decisions of the company's guide or driver are final and binding throughout the tour. The customer must comply with the laws and regulations of all countries visited at all times.

13.9 Photography & Marketing Consent

Marketing Use of Photos & Videos

Tanger Safaris may use photos and videos taken during tours for marketing and promotional purposes.

Consent may be withdrawn in written form at any time without giving reasons. Please refer to the privacy policy on our website for full details.

13.10 National Park Fees & Tax Increases

All prices are based on the national park fees and taxes applicable on the date the quotation is issued. Any government-mandated increases – even those imposed after booking or during the trip – will be passed on to the customer.

Clause 14 Data Protection

14.1 Data Controller

The data controller for the processing of personal data is Tanger Safaris & Culture Limited, Arusha, Tanzania.

14.2 Purpose of Processing

Personal data is processed exclusively for the purposes of contract fulfilment and trip management, and – subject to separate consent – for the sending of promotional information.

14.3 Rights of Data Subjects

Customers have the right to access, rectify, erase, restrict the processing of, and obtain a portable copy of their personal data. Requests may be directed to Tanger Safaris by e-mail.

14.4 Privacy Policy

The full privacy policy is available on the Tanger Safaris website. Where customers are resident in the European Economic Area (EEA) or the United Kingdom, applicable data protection legislation (including the GDPR) applies to the extent that it overrides or supplements Tanzanian law.

Clause 15 Final Provisions

15.1 Governing Law & Jurisdiction

This contract is governed exclusively by the law of the United Republic of Tanzania. The application of the UN Convention on Contracts for the International Sale of Goods (CISG) and any conflict-of-law rules is expressly excluded. To the extent permitted by law, the exclusive place of jurisdiction for all disputes arising from or in connection with this contract is Arusha, Tanzania.

Notice for Consumers

The choice of Tanzanian law does not deprive customers of the protection afforded by mandatory consumer protection provisions of the law of their country of habitual residence. In the event of a conflict, such mandatory provisions may take precedence – in particular for customers resident in the EU, EEA or the United Kingdom.

15.2 Insolvency Protection

Tanger Safaris ensures that, in the event of the company's insolvency, advance payments made by customers are protected in accordance with applicable legal requirements.

15.3 Severability

Should any provision of these GTC be or become invalid or unenforceable, the validity of the remaining provisions shall not be affected. The parties undertake to replace the invalid provision with a legally effective provision that most closely reflects the economic purpose of the invalid provision.

Arusha, Tanzania • January 2026

TANGER SAFARIS & CULTURE LIMITED