

ZANZANIA TOURS

BOOKING TERMS & REFUND POLICY

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Thank you for choosing Zanzania Tours. These Booking Terms & Refund Policy explain the main rules that apply when you book a tour, activity, multi-day trip, transfer, accommodation arrangement or other travel service with us.

Our aim is to make booking clear and fair. Where reasonably possible, we aim to allow customers to book early without unnecessarily losing money if plans change. At the same time, Zanzania Tours cannot normally refund genuine non-refundable costs already committed specifically to secure or prepare a customer's booking.

By making a booking, you confirm that you have read and accepted these terms.

1. Booking & Confirmation

A booking request does not automatically guarantee availability.

Your booking will be considered confirmed when:

- Zanzania Tours accepts the booking;
- the required payment or deposit has been received; and
- we send you written booking confirmation.

The payment requirements for each booking will be clearly communicated before confirmation. Depending on the type of service, a booking may require:

- full payment; or
- a deposit followed by a remaining balance payment.

The applicable payment schedule will be stated in your quotation, invoice, booking page or payment instructions.

Customers are responsible for checking their booking confirmation and notifying us promptly of any incorrect names, dates, services, accommodation details, flight information or other important booking information.

2. Deposits & Remaining Balances

Where a deposit is accepted, the deposit is used to secure the booking and may be used toward planning, administration or supplier commitments where necessary.

The remaining balance must be paid by the date stated in the booking confirmation or payment instructions.

If the required balance is not paid by the agreed deadline, Zanzania Tours may cancel the booking after making reasonable efforts to contact the customer. Any refund in such circumstances will take into account genuine non-refundable costs already committed to the booking.

3. When We Begin Arranging Your Booking

For some services, Zanzania Tours may need to begin making arrangements immediately to secure availability. This may include reserving accommodation, private transport, boats, guides, special experiences or other supplier services.

Where reasonably possible, and particularly for advance or custom bookings, we may allow the customer to choose when Zanzania Tours begins making **significant non-refundable commitments**.

Before significant arrangements are made, we may inform the customer that we are ready to proceed with securing the requested services.

Once the customer authorizes us to proceed, Zanzania Tours may begin making payments, reservations or other commitments necessary to secure the booking.

Important:

Delaying authorization may affect:

- availability;
- supplier prices;
- accommodation availability;
- the availability of vehicles, boats, guides or other services; and
- the ability of Zanzania Tours to secure the originally requested arrangements.

Zanzania Tours cannot guarantee that a requested service, supplier, date, price or accommodation option will remain available until arrangements have been authorized and secured.

For bookings where immediate arrangements are necessary, this will be communicated to the customer before or during confirmation. By confirming such a booking, the customer authorizes Zanzania Tours to begin the necessary arrangements immediately.

4. Customer Cancellation & Refunds

If you need to cancel your booking, please notify Zanzania Tours as soon as possible in writing.

We aim to return as much of your payment as reasonably possible when a booking is cancelled well before the service date.

However, refunds may be reduced by genuine costs that:

- have already been paid or committed specifically for your booking;
- cannot reasonably be recovered from a supplier; or
- relate to custom arrangements, administration or preparation already completed specifically for your confirmed booking, where applicable.

Where Zanzania Tours has not yet made significant non-refundable commitments for your booking, we will normally aim to provide the highest reasonable refund possible.

Where the customer previously authorized Zanzania Tours to begin securing arrangements, any genuine non-refundable costs incurred after that authorization may be deducted from the refund.

Where possible, we will make reasonable efforts to recover refundable amounts from suppliers.

Some services, including certain hotels, accommodation packages, private experiences or custom arrangements, may have their own stricter supplier cancellation conditions. Where special cancellation terms apply, these will be communicated before the relevant booking is confirmed where reasonably possible.

Any applicable cancellation charge or non-refundable amount will not be intended to exceed the reasonable costs, commitments and losses associated with the cancelled booking, subject to applicable law and the terms communicated for the service.

5. If Zanzania Tours Cancels

If Zanzania Tours cancels a confirmed service for a reason within our reasonable control, we will first try to offer the customer:

1. a rescheduled service; or
2. a suitable alternative of reasonably similar value.

The customer may choose to accept a suitable available alternative.

If no suitable alternative is available, or the customer reasonably chooses not to accept an offered alternative, we will provide a refund for the cancelled or unused service.

If only part of a booking is cancelled, any refund will normally relate to the affected or unused portion of the booking.

6. Weather, Safety & Circumstances Beyond Our Control

Your safety comes first.

Zanzibar activities may be affected by weather, sea conditions, road conditions, government restrictions, attraction closures, transport disruption, natural events or other circumstances beyond our reasonable control.

If the original service cannot safely or reasonably operate, we will first try to offer:

1. **Rescheduling** to another available date; or
2. **An alternative experience** of reasonably similar value where available.

The customer is not required to accept an alternative that is materially different from the original service.

If rescheduling is not possible and no suitable alternative is accepted or available, we will consider a refund for the unused affected service, taking into account any genuine non-refundable costs already committed specifically to the booking.

Where only part of a service is affected, any refund will normally relate to the unused portion where reasonably applicable.

Nothing in this section prevents Zanzania Tours from changing, delaying or stopping an activity where we reasonably believe that continuing would be unsafe.

7. Changes & Rescheduling Requested by Customers

You may ask to change your travel date or booking.

We will make reasonable efforts to assist, but changes depend on availability.

A change may result in:

- a higher or lower supplier price;
- additional transport, accommodation or operational costs;
- cancellation costs from an existing supplier; or
- the unavailability of the originally requested service.

Any additional cost will be communicated before the requested change is finalized where reasonably possible.

8. Prices & Currency

Prices will be stated in the currency shown on the relevant quotation, invoice or booking page.

Unless expressly stated otherwise, the price includes only the services specifically listed as included in the booking confirmation.

Prices and availability may change before a booking is confirmed.

Once a booking is confirmed, the agreed price will not normally change unless:

- the customer requests additional services or changes;
- a supplier price changes because arrangements were intentionally delayed at the customer's request;
- an additional cost is required because of circumstances outside our reasonable control; or
- another adjustment is permitted by applicable law.

Customers are responsible for bank charges, transfer fees, currency conversion charges or other payment charges that result in Zanzania Tours receiving less than the amount due.

9. Third-Party Suppliers

Some accommodation, transport, activities and other services may be provided by independent third-party suppliers.

Zanzania Tours will take reasonable care when arranging such services, but we do not control every aspect of a supplier's operations.

If a supplier changes, delays or cancels a service, we will make reasonable efforts to assist with:

- an alternative;
- rescheduling; or
- a refund where applicable and reasonably recoverable.

Where a supplier has its own cancellation or refund conditions, those conditions may affect the amount that can be refunded to the customer.

Nothing in these terms is intended to remove responsibility where Zanzania Tours has a legal responsibility that cannot lawfully be excluded.

10. Airport Transfers, Late Arrivals & No-Shows

Customers must arrive at the agreed pickup or meeting point on time.

For airport transfers, customers must provide accurate flight information and notify us as soon as possible of known delays or changes.

Where flight information has been provided, Zanzania Tours will make reasonable efforts to accommodate delays, subject to driver, vehicle and operational availability.

If a customer does not appear and cannot be contacted within a reasonable period under the agreed pickup arrangements, the booking may be treated as a no-show.

No-shows are normally non-refundable where the service provider, driver, vehicle or other arrangements were already committed and made available for the customer.

11. Customer Responsibilities

Customers must:

- provide accurate booking and contact information;
- have the required passport, visa, health documentation and other travel documents;
- follow reasonable safety instructions from guides, drivers and activity providers;
- inform us in advance about important dietary, mobility or other special requirements that may affect the service;
- respect local laws, communities, staff, guides, drivers, suppliers and the environment; and
- take reasonable care of personal belongings.

Customers are responsible for their personal belongings unless loss or damage results from negligence or another legal responsibility of Zanzania Tours that cannot lawfully be excluded.

12. Travel Insurance

We strongly recommend that every traveller has suitable travel insurance covering matters such as:

- medical emergencies;
- trip cancellation;
- trip interruption;
- baggage; and
- other unexpected events.

Travel insurance does not automatically change the cancellation or refund rules that apply to a booking.

13. Complaints

If something goes wrong, please contact Zanzania Tours as soon as possible while the service is taking place.

This gives us the best opportunity to investigate the issue and try to resolve it.

For complaints after your trip, please provide your booking details and a clear description of the issue.

We will review the matter fairly and respond within a reasonable time.

14. Refund Processing

Where a refund is approved, Zanzania Tours will normally process it within **14 business days** after the refund amount has been agreed or reasonably determined.

The time required for funds to reach the customer may depend on the bank, payment provider or original payment method.

Where possible, refunds will normally be returned using the original payment method unless another arrangement is agreed.

15. Our Refund Approach — Summary

Situation	Normal approach
Customer cancels well before arrangements begin	We aim to provide the highest reasonable refund possible
Customer cancels after authorizing significant arrangements	Genuine non-refundable costs already committed may be deducted
Special hotel, private or custom booking	Supplier-specific non-refundable terms may apply if communicated before confirmation
Zanzania Tours cancels within its reasonable control	Rescheduling or suitable alternative first; refund if no suitable solution is available
Weather or safety prevents the service	Rescheduling or suitable equivalent alternative first; refund of the unused affected service considered if neither is possible or accepted
Customer requests rescheduling	Subject to availability and any supplier price differences or costs
Customer no-show	Normally no refund where arrangements were already committed and made available
Supplier disruption	We will reasonably assist with an alternative, rescheduling or recoverable refund

16. Customer Agreement

By completing a booking with Zanzania Tours, you confirm that you have read and accepted these Booking Terms & Refund Policy.

You understand that:

- payment requirements will be communicated for your specific booking;
- some bookings may require full payment while others may be secured with a deposit;
- delaying authorization to begin arrangements may affect availability and pricing;
- genuine non-refundable costs already committed specifically to secure or prepare your booking may affect the amount that can be refunded if you later cancel; and
- Zanzania Tours will make reasonable efforts to provide clear information, fair treatment and suitable solutions where a booked service cannot operate as planned.

Zanzania Tours

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