

# Terms & Conditions

Last updated: October 2026

These terms apply to all bookings made with Yera Journeys, a business name registered in Tanzania with BRELA, based in Arusha ("Yera", "we"). By paying a deposit, you ("the guest") accept these terms on behalf of everyone in your party.

## 01 Booking and confirmation

A booking is confirmed once we receive your deposit and issue a written confirmation. Until then, availability and prices are not guaranteed.

## 02 Prices

Prices are quoted in US dollars per person unless stated otherwise, and are based on the park fees, taxes and supplier rates in force when quoted. Resident and non-resident rates apply according to the proof of status you provide. Park entry is charged at the rate set by the authorities on the day of entry.

## 03 Payment

- Deposit: 30% of the trip price at booking.
- Balance: due 60 days before arrival.
- Bookings made within 60 days of arrival require full payment.
- Some lodges, flights, gorilla or chimpanzee permits and peak-season stays require higher or non-refundable deposits. We will tell you before you pay.
- Bank and card charges are paid by the guest.

If the balance is not received on time, we may treat the booking as cancelled by the guest.

## 04 Cancellation by the guest

Cancellations must be sent in writing to [info@yerajourneys.com](mailto:info@yerajourneys.com). Charges, as a share of the trip price:

| Notice before arrival          | Charge  |
|--------------------------------|---------|
| 60 or more days before arrival | Deposit |
| 59–30 days                     | 50%     |
| 29–15 days                     | 75%     |
| 14 or fewer, or no-show        | 100%    |

Non-refundable items (permits, flights, certain lodges) are charged in full at any time. No refund is given for services unused once the trip has started. See our Refund Policy for details.

## **05 Changes by the guest**

We will do our best to accommodate changes. Any extra supplier cost is paid by the guest, and changes within 30 days of arrival may be treated as a cancellation and rebooking.

## **06 Changes and cancellation by Yera**

Safaris depend on weather, road conditions, wildlife movement and supplier availability. We may change routes, lodges or vehicles where necessary, replacing them with a similar standard. If we must cancel a trip for reasons within our control, you may choose an alternative trip or a full refund of money paid to us.

## **07 Price changes after booking**

If the government or park authorities raise park fees, concession fees, VAT or other levies after you book, or fuel costs rise sharply, the increase will be passed on at cost.

## **08 Force majeure**

We are not liable for failure to deliver services because of events beyond our control, including natural disaster, epidemic, political unrest, strikes, airline disruption, border or park closure, or government action. In such cases we will work with suppliers to postpone the trip or recover what can be recovered, less unrecoverable costs.

## **09 Travel insurance**

Comprehensive travel insurance is required for every guest. It must cover cancellation, medical treatment, emergency evacuation, and loss of baggage. Trekking guests must be covered for the altitude of their climb.

## **10 Passports, visas and health**

Guests are responsible for valid passports (six months' validity), visas, vaccinations and any health requirements for Tanzania and countries in transit. We are not liable for costs arising from denied boarding or entry.

## **11 Health, fitness and special needs**

Tell us at booking about any medical condition, mobility limit, pregnancy or dietary need. Mountain treks carry real risk of altitude sickness. Our guides may stop a guest from continuing if their safety is at risk, with no refund for the unused portion.

## **12 Children**

Guests under 18 must travel with a parent or guardian. Some camps and activities set their own minimum ages, which we confirm before booking.

### **13 Safari conduct and wildlife**

Wildlife sightings cannot be guaranteed. Guests must follow park rules and their guide's instructions at all times. We may remove a guest whose behaviour endangers people, wildlife or property, without refund.

### **14 Luggage and flights**

Light aircraft allow 15 kg per person in soft bags, including hand luggage. Excess baggage costs are paid by the guest. Flights are subject to the airline's own conditions, and we are not liable for delays or schedule changes.

### **15 Group departures**

Join-group safaris run with a minimum number of guests. If the minimum is not met, we will offer another date, a private upgrade at the price difference, or a full refund.

### **16 Liability**

We act as an agent for lodges, airlines and other independent suppliers and are not liable for their acts or omissions. To the extent the law allows, we are not liable for injury, illness, death, loss, damage or delay unless caused by our proven negligence. Our liability is limited to the amount paid to us for the trip.

### **17 Complaints**

Raise any problem with your guide or our office straight away so we can fix it during the trip. Unresolved complaints must reach us in writing within 30 days of the trip's end.

### **18 Photography and personal data**

We handle personal data under our Privacy Policy. We will not use photos of guests in marketing without consent.

### **19 Governing law**

These terms are governed by the laws of the United Republic of Tanzania, and disputes fall under the jurisdiction of Tanzanian courts.

### **20 Contact**

Yera Journeys, Arusha, Tanzania · [info@yerajourneys.com](mailto:info@yerajourneys.com)