

SENE Terms & Conditions

***** COVID-19 ***** If you have booked a trip with us and feel that health or financial concerns do not allow you to travel when scheduled, we encourage you to postpone rather than cancel your trip. All postponements made 30 days prior to the trip will have the full deposit credited toward a future trip and valid for three years from the original start date of the trip. This will help SENE endure these challenging times and, more importantly, it will allow us to sustain as much as we can our staff and crew in Tanzania, who have no safety net to bridge the gap until international tourism returns. Thank you.

For our detailed policy provisions see the section below titled "Client Postponement due to COVID-19."

The following are the TERMS & CONDITIONS established for all Kilimanjaro climbs, safaris, and other adventure trips provided by Summit Expeditions & Nomadic Experience, Ltd. (Tanzania) and Summit Expeditions & Nomadic Experience, LLC (U.S.), (SENE).

Reservations & Payment Schedule

A deposit of US\$500 or 20% of the total trip cost per person (whichever is larger) is required at the time of booking. US\$500 of the deposit is non-refundable.

Final payment of the remaining balance is due 90 days prior to the scheduled first day of the trip. If a reservation is made within 90 days of the scheduled first day of the trip, the entire price of the trip must be paid at the time of booking. If a reservation is made within 30 days of the scheduled first day of the trip, a non-refundable rush booking fee of US\$75 per person is charged.

Payment Methods

SENE accepts payment in **U.S. dollars** using one of the following methods:

Check made out to Summit Expeditions & Nomadic Experience and sent to our U.S. office:

601 Jones Ferry Road
Unit J12
Carrboro, NC 27510
USA

Credit Card or **Debit Card** (Visa, MasterCard, American Express, Discover) paid online using the link on your invoice, or by phone at:

U.S. +1-612-605-1543

France +33-783-07-38-62 (WhatsApp)

Note: *Credit Card payments incur a fee of 3.5% due to processing transaction costs.*

Wire Transfer to our U.S. bank account (U.S. dollars):

Bank of America

100 33rd Street West

New York, NY 10001

SWIFT Code: BOFAUS3N

ABA Routing Number: 026009593

Account Name: Summit Expeditions & Nomadic Experience

Account Number: 383006871468

Wire Transfer to our Tanzania bank account (U.S. dollars):

KCB Tanzania Ltd

KCB Moshi (Boma Road)

P.O. Box 577

Moshi

SWIFT Code: KCBLTZTZ

Account Name: Summit Expeditions & Nomadic Experience

Account Number: 3300538246

Wire Transfer to our TransferWise account (U.S. dollars):

TransferWise

19 W 24th Street

New York, NY 10010

SWIFT Code: CMFGUS33

ABA Routing Number: 026073150

Account Name: Summit Expeditions & Nomadic Experience

Account Number: 822000127665

Note: *Wire transfer fees are the responsibility of the client.*

Prices, Booking & Modifications of a Trip Itinerary

Trip prices shown on itineraries are inclusive of all fees and taxes (including VAT) and are based on supplier prices, fees, and SENE costs in effect at the time of booking. SENE reserves the right to alter trip prices should inflation, cost of fuel, labor or materials, or exchange rates change. If, after this agreement is made, the Tanzania National Parks Authority (TANAPA) raises park fees, or any hotel, lodge, camp, airline, or other service provider raises their rates, SENE reserves the right to require additional payment from the client.

Quoted prices are subject to change and accommodation availability is not guaranteed until a signed registration and deposit are received, at which time SENE books accommodations and services and prepares a final itinerary with final price. Subsequent modifications to an itinerary may result in a change in price.

Inclusions/Exclusions

See the detailed itineraries for the inclusions and exclusions pertaining to particular trips.

Excluded from all trips are the costs of passports and visas; baggage charges; international airfare; airport departure taxes; travel insurance; medical insurance; medical and evacuation fees; activities and meals not included in each itinerary; personal expenses such as cold beverages, alcohol, laundry (other than those included as noted in each itinerary); communication charges; and gratuities.

There is a supplemental pick-up fee for arrivals at Kilimanjaro International Airport between Midnight and 6am.

Client Participation, Preparation & Insurance

Clients assume full responsibility for their ability and preparation to participate in a trip. Persons not fit for a rigorous trip due to heart disease, chronic illness, physical handicap, advanced pregnancy, or mental illness are advised not to participate in an adventure expedition. Furthermore, it is the responsibility of each client to ensure that he or she meets any and all passport, visa, vaccination,

health, or other entry requirements of each destination.

SENE does not provide medical or evacuation insurance for trip participants. Clients must obtain or possess their own insurance, if so desired. In the case of injury or medical emergency, clients are responsible for any and all charges for health care services incurred regardless of whether their medical insurance covers such charges.

SENE does not provide travel insurance coverage for trip participants. Any travel insurance to cover accident, theft, loss, cancellation, termination, delay, or disturbance must be provided by clients, if so desired.

Client Cancellations, Refunds & Alterations

SENE adheres to the following refund policy. If you feel there is a chance that you may need to cancel a future trip, we recommend that you purchase trip cancellation insurance.

For trip cancellations received 90 or more days prior to the scheduled first day of the trip the US\$500 deposit is forfeited.

For trip cancellations received 45-89 days prior to the scheduled first day of the trip 25% of the total trip price is forfeited.

For trip cancellations received 15-44 days prior to the scheduled first day of the trip 50% of the total trip price is forfeited.

For trip cancellations received 14 or fewer days prior to the scheduled first day of the trip 100% of the total trip price is forfeited.

Client trip cancellation notifications must be made in writing. The email date stamp verifies the date of cancellation.

There will not be any refund to a client who cancels a trip that is in progress. Refunds are not made for any missed trip services unless verifiable extenuating circumstances exist. For verifiable claims to be considered, they must be received in writing within 45 days of the scheduled last day of the trip and accompanied by supporting documentation verifying the claim.

If a client alters a trip or any part of a trip in progress then any additional expenses due to the alterations are the responsibility of the client (including, but not limited to changes in accommodation, meals, flights, activities, or services).

Any additional transportation, accommodations, and meals charges necessitated and incurred by a client who does not complete a planned itinerary due to illness, injury, health, personal choice or other factors not otherwise impacting the whole expedition are the responsibility of the client. This policy applies also to climbers who must descend Kilimanjaro or Meru for health reasons or who choose to finish a climb before the scheduled completion date.

Client Postponement due to COVID-19 (effective 3rd April, 2020)

SENE adheres to the following policy for trip postponements due to the 2020 global COVID-19 pandemic. This policy may be revised as the situation evolves over time and as international travel restrictions change. We will terminate this policy once the COVID-19 outbreak subsides and international travel to Tanzania resumes.

- Trips confirmed and scheduled to start on or before July 31st, 2020 may be postponed without penalty with notification 30 or more days prior to the trip start date.
- Trip postponements made within 30 days of a trip start date will incur a loss of deposit (or \$500 per person, whichever is less).
- Postponed trips may be rescheduled for up to three years from the original trip start date.
- For all postponements, increases in the trip price due to the new travel date (seasonal rate differences) or due to an increase in supplier costs are the responsibility of the client.

Client trip postponement notifications must be made in writing. The email date stamp verifies the date of postponement.

SENE Cancellations & Alterations to Trips

SENE reserves the right to cancel any trip or any part of a trip if air schedule or ground transportation changes, or if security, weather, or other events beyond its control make such cancellations necessary for the health and safety of clients and/or SENE personnel. Refund of all payments received for the cancelled portion of a trip shall release SENE from any further liability. SENE is not responsible for non-recoverable expenses incurred by clients for a cancelled trip, such as, but not limited to international air tickets, visa fees, vaccinations, clothing, and gear purchases.

SENE makes every effort to meet all services as described in an itinerary, but SENE acknowledges that unforeseen circumstances may require alterations to a trip. In the event of circumstances beyond the control of SENE that require alterations to a trip or any part of a trip (including, but not limited to changes in accommodation, meals, flights, activities, or services) then any additional expenses due to the alterations are the responsibility of the client.

SENE Disclaimer

SENE is an agent providing trip services and/or related travel services and assumes no responsibility whatsoever for injury, personal illness, loss or damage to person or property in connection with any service and for any reason whatsoever, included, but not limited to the following causes: act of God; weather; detention; annoyance; delays; expenses arising from quarantine; strikes; thefts; pilferage; force majeure; failure of any means of conveyance to arrive or depart as scheduled; civil disturbances; terrorism; government restrictions or regulations; and discrepancies or changes in services over which it has no control. Furthermore, each of the companies providing services to SENE clients is an independent corporation with its own management and terms & conditions, and is not subject to the control of SENE. As SENE does not have control over the actions of any supplier, SENE is not responsible for the failure of any supplier to provide the services stated in the supplier's terms & conditions.

Where SENE acts as an agent for the transport, accommodation and services of another company supplying a trip, SENE may not be held liable for non-performance of any such supplier.

Baggage and personal effects are at owners risk throughout the trip. SENE will take every care with clients' baggage and property, but is not liable for loss, damage or delayed delivery.

All services are subject to the laws and regulations of the country in which they are provided.

Signed Agreement

SENE draws your attention to the fact that there are certain inherent dangers involved with adventure travel and the client accepts them at his/her own risk.

SENE also requires a **pre-trip [voluntary release/waiver](#) to be read and signed in Tanzania** by all trip participants (or parent/guardian if minor).

Revised April 2020