

Terms & Conditions

Terms of Booking

These Terms & Conditions govern the booking and provision of safari, tour, trekking, accommodation, transportation, and related travel services arranged by NC Safaris.

By requesting, confirming, or paying for a booking with NC Safaris, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

These terms should be read together with your quotation, itinerary, booking confirmation, invoice, and any specific conditions communicated to you in writing.

1. About NC Safaris

NC Safaris is a Tanzania-based safari and travel company providing and arranging travel experiences across Tanzania.

Our services may include safari tours, wildlife experiences, cultural tours, mountain trekking, beach holidays, accommodation, transfers, and other travel-related arrangements.

Where a service is provided by an independent third-party supplier, that service remains subject to the supplier's own operating conditions in addition to these Terms & Conditions.

2. Booking & Confirmation

A booking request is not considered confirmed until NC Safaris has provided written confirmation and any required payment has been received.

Once a booking is confirmed, the traveler agrees to provide accurate information required for the operation of the trip, including passenger names, travel dates, passport details, arrival and departure information, dietary requirements, and relevant special requests.

Any changes to the information provided should be communicated to NC Safaris as soon as possible.

3. Prices & Payments

Safari prices are based on the itinerary, accommodation, transportation, activities, number of travelers, travel dates, and inclusions stated in the quotation or booking confirmation.

The payment schedule and applicable deposit requirements will be communicated to the traveler at the time of booking.

Unless specifically stated in writing, prices do not include personal expenses or services listed as exclusions in the itinerary or quotation.

NC Safaris reserves the right to correct genuine pricing or calculation errors identified before a booking is confirmed.

4. What Is Included

Your confirmed itinerary or quotation will specify the services included in your safari.

Depending on the package, inclusions may include accommodation, meals, private or shared safari transportation, professional guiding, park or conservation fees, airport transfers, activities, and other services specifically listed in the booking.

Travelers should carefully review the inclusions and exclusions before confirming their booking.

5. What Is Not Included

Unless specifically stated in writing, travelers are generally responsible for personal expenses such as international flights, visas, travel insurance, personal purchases, laundry, alcoholic beverages, tips, medical expenses, additional activities, and other services not included in the confirmed itinerary.

Any additional costs arising from personal changes or requests may be payable by the traveler.

6. Changes to Your Itinerary

We understand that travel plans can change.

Requests to modify an itinerary, accommodation, activities, travel dates, or other arrangements should be submitted to NC Safaris as early as possible.

We will make reasonable efforts to accommodate requested changes, subject to availability and any additional costs imposed by accommodation providers, airlines, parks, suppliers, or other service providers.

Some changes may affect the total cost of the trip.

7. Changes Made by NC Safaris

While we make every reasonable effort to operate your itinerary as confirmed, circumstances may occasionally require changes.

These may include changes to accommodation, routes, activities, transportation, schedules, or other arrangements due to availability, operational requirements, weather, wildlife conditions, road conditions, government requirements, safety considerations, or circumstances beyond our reasonable control.

Where a change is necessary, NC Safaris will seek to provide a suitable alternative of comparable character where reasonably possible.

8. Cancellation by the Traveler

Cancellation requests must be submitted to NC Safaris in writing.

Cancellation charges, applicable refunds, and any non-refundable amounts will depend on the booking conditions communicated in your quotation, invoice, booking confirmation, and the cancellation policies of the relevant service providers.

Certain services, including accommodation, flights, permits, park arrangements, or special activities, may carry separate cancellation or non-refundable conditions.

Travelers are encouraged to review these conditions carefully before confirming their booking.

9. Cancellation by NC Safaris

If NC Safaris must cancel a confirmed trip for reasons within its reasonable control, we will communicate the situation to the traveler and, where appropriate, offer an alternative arrangement or applicable refund in accordance with the booking terms.

Where cancellation or disruption results from circumstances beyond our reasonable control, the provisions under Force Majeure will apply.

10. Force Majeure

NC Safaris shall not be responsible for failure or delay in performing services where such failure or delay results from circumstances beyond our reasonable control.

Such circumstances may include severe weather, natural disasters, political unrest, civil disturbance, government restrictions, border closures, epidemics or pandemics, strikes, road closures, transportation disruption, changes in wildlife or park conditions, security incidents, or other extraordinary events.

Where such circumstances affect a trip, NC Safaris will make reasonable efforts to assist travelers and find practical alternatives, subject to availability and additional costs where applicable.

11. Travel Insurance

Travel insurance is strongly recommended and should be appropriate for the nature and duration of your trip.

Travelers should consider coverage for medical emergencies, evacuation, trip cancellation or interruption, delays, lost or damaged baggage, personal belongings, and other relevant travel risks.

NC Safaris does not act as an insurer and is not responsible for losses that should reasonably be covered by the traveler's insurance policy.

12. Passports, Visas & Travel Documents

Travelers are responsible for ensuring that they hold valid passports, visas, permits, vaccinations or other documentation required for their journey.

Visa and entry requirements may vary according to nationality and may change over time. Travelers should verify current requirements with the relevant official authorities before traveling.

Tanzania's immigration authorities advise travelers to use the official immigration channels for visa applications and to ensure that passports meet the applicable validity and page requirements.

NC Safaris may provide general travel guidance, but the final responsibility for obtaining the correct travel documents remains with the traveler.

13. Health & Fitness

Travelers are responsible for ensuring that they are physically and medically able to participate in the activities included in their itinerary.

Certain safari, trekking, hiking, or adventure activities may involve long travel times, uneven terrain, altitude, heat, remote locations, or physically demanding conditions.

Travelers should seek appropriate medical advice before travel where necessary and inform NC Safaris of any relevant dietary, mobility, or assistance requirements before the trip.

14. Safari & Wildlife Safety

Wildlife safaris take place in natural environments where animals are wild and conditions cannot always be predicted.

Travelers must follow the instructions of their guide, driver, accommodation staff, park authorities, and other responsible personnel at all times.

Travelers must not approach, feed, provoke, or attempt to interact with wild animals unless expressly permitted and supervised by authorized personnel.

NC Safaris cannot guarantee specific wildlife sightings, animal behavior, weather conditions, or particular safari experiences.

15. Accommodation

Accommodation is provided according to the itinerary and booking confirmation.

Where circumstances require a change, NC Safaris may arrange alternative accommodation of a similar standard where reasonably possible.

Room preferences, bedding arrangements, special requests, and specific properties are subject to availability unless expressly guaranteed in writing.

16. Transportation

Safari vehicles and other transportation services are operated according to the conditions of the journey, destination, roads, weather, and operational requirements.

Travelers should follow all safety instructions provided by drivers and guides.

Road conditions in some safari areas can be challenging, and journeys may involve long periods of driving on unpaved or uneven roads.

Travel times provided in itineraries are estimates and may change due to road conditions, traffic, wildlife, weather, or other circumstances.

17. Flights & Delays

NC Safaris is not responsible for delays, cancellations, missed connections, schedule changes, baggage issues, or other disruptions caused by airlines or other transportation providers.

Where flights or third-party transportation are included in a booking, the applicable terms of the relevant carrier or provider will also apply.

We will provide reasonable assistance where possible, but additional costs resulting from such disruptions may be payable by the traveler unless otherwise covered under the applicable booking terms or insurance.

18. Personal Belongings

Travelers are responsible for their personal belongings, valuables, travel documents, electronic devices, and other personal property throughout the journey.

Reasonable care should be taken when storing or carrying valuables.

NC Safaris is not responsible for loss, theft, or damage to personal belongings except where liability cannot legally be excluded.

19. Traveler Responsibilities

Travelers are expected to:

- Provide accurate booking and travel information.
- Follow reasonable instructions from guides, drivers, accommodation staff, and authorities.
- Respect wildlife, local communities, cultural traditions, and the natural environment.
- Behave responsibly toward other travelers and staff.
- Comply with applicable laws and regulations.

- Take reasonable care of accommodation, vehicles, equipment, and other property.
- Inform NC Safaris promptly of any problem affecting the delivery of the trip.

NC Safaris reserves the right to take reasonable action where a traveler's conduct creates a serious safety, legal, or operational concern.

20. Children & Family Travel

Parents or legal guardians are responsible for children traveling with them.

Some activities, accommodations, parks, or trekking routes may have age, safety, or participation requirements.

Travelers should provide accurate information about children and their ages when making a booking so that suitable arrangements can be made.

21. Complaints

We encourage travelers to raise any concern with our team as soon as it occurs so that we have a reasonable opportunity to address the matter during the trip.

Where a concern cannot be resolved during the journey, a formal complaint should be submitted to NC Safaris in writing within a reasonable period after completion of the trip.

We will review complaints fairly and consider the circumstances, booking terms, and information provided by the traveler and relevant service providers.

22. Limitation of Liability

NC Safaris will provide its services with reasonable care and skill.

To the extent permitted by applicable law, NC Safaris shall not be responsible for losses, delays, injuries, damages, expenses, or disruptions arising from circumstances beyond its reasonable control or from the acts, omissions, or failures of independent third-party service providers.

Nothing in these Terms & Conditions is intended to exclude or limit liability where such exclusion or limitation is prohibited by applicable law.

23. Responsible Travel

NC Safaris is committed to responsible tourism and encourages travelers to respect Tanzania's wildlife, environment, cultural heritage, and local communities.

Travelers are expected to behave respectfully and avoid actions that could harm wildlife, damage natural areas, or disrespect local customs and communities.

Our aim is to help ensure that Tanzania's extraordinary destinations remain valued and protected for future generations.

24. Privacy & Personal Information

NC Safaris may collect and use personal information necessary to plan, confirm, and operate your trip.

This may include names, passport or travel details, contact information, dietary requirements, accommodation preferences, arrival information, and other information required to provide the agreed services.

Personal information will be handled in accordance with applicable privacy requirements and NC Safaris' Privacy Policy.

25. Third-Party Services

Some services included in a safari may be provided by independent third parties, including accommodation providers, airlines, transport companies, activity operators, parks, camps, lodges, and other suppliers.

These providers may have their own terms, conditions, safety requirements, cancellation policies, and operational procedures.

Where applicable, travelers are also subject to those conditions.

26. Governing Law

These Terms & Conditions are intended to be governed by the applicable laws and regulations of the United Republic of Tanzania.

Any dispute arising from a booking or service should first be addressed directly with NC Safaris in an effort to reach a reasonable resolution.

Nothing in these Terms & Conditions is intended to remove any rights or protections that cannot lawfully be excluded.

27. Changes to These Terms

NC Safaris may update these Terms & Conditions from time to time to reflect changes in our services, operations, applicable requirements, or business practices.

The version published on this website will apply to future bookings unless otherwise agreed in writing.

Specific terms communicated and accepted as part of an individual booking may also apply to that booking.

28. Contact NC Safaris

If you have questions about these Terms & Conditions, your booking, or any aspect of your planned journey, please contact NC Safaris before making your booking.

NC Safaris

Arusha, Tanzania

Website: ncsafaris.com

We are happy to clarify any part of your booking conditions before you travel.