



BOOKING TERMS & CONDITIONS

For Cycling, Trekking, Kilimanjaro, Safari and Adventure Tours

1. ABOUT THESE TERMS

1.1 These Booking Terms and Conditions ("Terms") form part of the agreement between you ("Client", "you" or "your") and Bike2Kili Safaris Tanzania ("Bike2Kili", "Company", "we", "us" or "our") for the travel services described in your booking confirmation, quotation or itinerary.

1.2 By requesting, accepting or paying for a booking, you confirm that you have read and understood these Terms and agree to be bound by them.

1.3 A booking becomes confirmed only when Bike2Kili has accepted the booking in writing and received the required deposit or full payment, as applicable. A quotation or booking request does not by itself guarantee availability or create a confirmed booking.

1.4 Your booking confirmation and final itinerary form part of your contract with Bike2Kili. If there is a conflict between these Terms and a specific written term in your booking confirmation, the specific written term will apply to the extent it was expressly agreed by Bike2Kili.

2. BOOKING AND CONFIRMATION

2.1 A deposit of 30% of the total tour price is required at the time of booking unless your quotation states otherwise. The booking will be confirmed after the required payment has been received and accepted by Bike2Kili.

2.2 The remaining 70% balance must be paid no later than 60 days before the scheduled tour start date ("Departure Date").

2.3 For bookings made within 60 days of the Departure Date, 100% of the total tour price is payable immediately.

2.4 Payment may be made by bank transfer or by an online credit/debit card payment facility made available by Bike2Kili. Cash payment of the final balance upon arrival is permitted only where Bike2Kili has given prior written approval.

2.5 The Client is responsible for bank charges, payment-processing fees and currency-conversion charges imposed by the Client's bank or payment provider, unless otherwise stated in writing.

2.6 Where payment is not received by the applicable deadline, Bike2Kili may cancel the booking after giving reasonable notice. Any cancellation charges applicable to the booking will be determined under Section 6.

3. PRICES AND PAYMENT

3.1 Unless otherwise stated in the quotation, prices are quoted in United States Dollars (USD). The quotation will identify the total tour price and the principal services included and excluded.

3.2 Tour prices are based on the costs, taxes, government charges, park and conservation fees, permits, fuel costs, supplier rates and exchange rates known at the time the quotation or booking is made.

3.3 Bike2Kili may adjust a confirmed tour price where, after confirmation, there is a material increase in government taxes or levies, park or conservation fees, permit charges, fuel costs, supplier charges or a substantial adverse currency movement that directly affects the cost of delivering the booked services.

3.4 Any price adjustment will be notified to the Client in writing as soon as reasonably practicable and, where reasonably possible, no later than 30 days before departure.

3.5 If a price adjustment increases the total tour price by more than 10%, the Client may cancel the affected booking within 14 days of receiving the price-adjustment notice and receive a refund of amounts paid for the affected services, subject to any mandatory legal requirements and any expressly agreed treatment of separately contracted, non-refundable services.

3.6 Bike2Kili will not impose a price adjustment for ordinary changes in its own operating costs that were reasonably foreseeable and within its control at the time of booking.

4. WHAT IS INCLUDED IN YOUR TOUR

4.1 The services included in your tour are those expressly stated in your quotation, booking confirmation and final itinerary.

4.2 Items not expressly stated as included are excluded. Depending on the itinerary, exclusions may include international or domestic flights, visas, travel insurance, personal expenses, alcoholic or other beverages, tips, optional activities, medical expenses, evacuation, personal equipment and services requested outside the agreed itinerary.

4.3 The Client is responsible for checking the quotation and itinerary before departure and should raise any apparent error or omission with Bike2Kili before making final payment.

5. CHANGES TO YOUR ITINERARY

5.1 Adventure travel is affected by weather, road and trail conditions, safety considerations, availability of permits, accommodation, transport, local conditions and other factors outside the Company's full control.

5.2 Bike2Kili may make reasonable changes to routes, accommodation, transportation, activity timing or other itinerary elements where necessary for safety, weather, road or trail conditions, operational reasons, supplier availability or other circumstances affecting the delivery of the tour.

5.3 Where a change is necessary, Bike2Kili will make reasonable efforts to provide an alternative of a comparable standard and value. Where a higher-quality alternative is available at no additional cost, Bike2Kili may provide it.

5.4 If Bike2Kili is unable to provide a reasonably comparable alternative and the change materially reduces the value of the affected service, Bike2Kili will consider an appropriate adjustment or refund, subject to the circumstances and applicable law.

5.5 No guarantee is given that a Client will reach a particular summit, complete a particular cycling distance or route, encounter particular wildlife, or experience particular weather or other natural conditions.

6. CANCELLATION BY THE CLIENT

6.1 Cancellations must be submitted in writing by email. The date on which Bike2Kili receives the written cancellation notice determines the applicable cancellation charge.

Notice received before Departure Date	Cancellation charge	Refund of tour price paid
61 days or more	30%	70%
31–60 days	50%	50%
15–30 days	75%	25%
14 days or fewer	100%	No refund

6.2 The cancellation charge is calculated against the total tour price, not merely the amount already paid. The amount retained will not exceed the applicable cancellation charge, subject to any separately agreed non-refundable third-party commitments and applicable law.

6.3 Where a refund is due, Bike2Kili will normally process it within 30 days after receiving the written cancellation request and confirming the amount refundable. Bank, payment-processing and currency-conversion charges incurred in making the refund may be deducted where permitted by law.

6.4 Where the Client purchases a service or component subject to a separate, specifically disclosed non-refundable charge, that treatment will be stated in the quotation or booking confirmation.

7. CANCELLATION OR CHANGES BY BIKE2KILI

7.1 Bike2Kili may cancel, suspend or materially modify a tour before departure where reasonably necessary because of safety concerns, government restrictions, inability to obtain required permits, serious operational difficulties, supplier failure, insufficient participation where a minimum number was disclosed, Force Majeure or other circumstances that make the planned tour impracticable or unsafe.

7.2 Where Bike2Kili cancels a tour for reasons within the Company's reasonable control, Bike2Kili will offer the Client, as appropriate, an alternative tour/date or a refund of amounts paid for the cancelled services. Where a material change is proposed instead of cancellation, the Client will be informed of the change and any available options.

7.3 Where cancellation or modification results from Force Majeure, Section 8 will apply.

7.4 Bike2Kili is not responsible for the Client's separate expenses, including flights, visas or other travel arrangements, unless such responsibility is required by applicable law.

8. FORCE MAJEURE

8.1 “Force Majeure” means an event or circumstance beyond Bike2Kili’s reasonable control that could not reasonably have been prevented or overcome and that materially prevents or affects the Company’s ability to perform the booked services.

8.2 Examples may include natural disasters, extreme or unsafe weather, wildfire, flood, earthquake, war, civil unrest, terrorism, epidemics or pandemics, government restrictions or closures, strikes affecting essential services, major transport disruption and other comparable events.

8.3 Where Force Majeure affects a tour, Bike2Kili may postpone, reroute, shorten, suspend or cancel the affected services where reasonably necessary.

8.4 Bike2Kili will make reasonable efforts to offer an alternative date, itinerary or travel credit where appropriate. A travel credit will not be presented as the only remedy where applicable law requires a refund or another remedy.

8.5 Where a monetary refund is due, Bike2Kili may deduct amounts that it is unable to recover from third-party suppliers or other non-refundable commitments, but only where such deductions were properly disclosed and are permitted by applicable law.

9. ADVENTURE ACTIVITIES AND ASSUMPTION OF RISK

9.1 Cycling, mountain biking, trekking, mountaineering, wildlife activities, travel on roads and trails, and travel in remote or high-altitude areas involve inherent risks. These may include falls, collisions, mechanical failure, road or trail hazards, adverse weather, altitude-related illness, dehydration, illness, encounters with wildlife, delays in receiving medical assistance and other risks associated with outdoor and adventure travel.

9.2 By booking an adventure activity, the Client acknowledges these inherent risks and agrees to participate responsibly and in accordance with reasonable safety instructions.

9.3 Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited under applicable Tanzanian law.

9.4 Bike2Kili will take reasonable care in planning and delivering the services it has agreed to provide, including using appropriately selected guides and suppliers and taking reasonable account of known safety conditions.

10. KILIMANJARO, HIGH-ALTITUDE AND REMOTE ACTIVITIES

10.1 Clients participating in Kilimanjaro, Mount Meru or other high-altitude activities must understand that altitude affects individuals differently and that acclimatisation, weather, fitness and other factors may affect participation.

10.2 A Client may be required to stop, descend, change route or withdraw from an activity where the guide reasonably believes continued participation presents a health or safety risk.

10.3 Bike2Kili does not guarantee that a Client will reach the summit of Mount Kilimanjaro or any other summit, complete an entire route, or participate in every planned activity.

10.4 Any additional costs arising from a Client's voluntary withdrawal, medical evacuation, emergency transport, additional accommodation or other personal arrangements are the Client's responsibility except to the extent covered by insurance or otherwise required by applicable law.

11. HEALTH, FITNESS AND MEDICAL INFORMATION

11.1 The Client is responsible for honestly assessing their ability to participate and should obtain appropriate medical advice where necessary, particularly for high-altitude, strenuous or multi-day activities.

11.2 The Client must inform Bike2Kili before departure of any medical condition, medication, allergy, dietary requirement, disability, injury or other circumstance that may reasonably affect their participation or safety.

11.3 Bike2Kili may request additional information or medical clearance where reasonably necessary for safety.

11.4 Failure to disclose relevant information may affect Bike2Kili's ability to make appropriate safety arrangements and may result in the Client being unable to participate in an activity where the guide reasonably considers participation unsafe.

12. MANDATORY TRAVEL INSURANCE

12.1 Comprehensive travel insurance is mandatory for the entire duration of the Client's trip. Bike2Kili does not provide travel insurance unless expressly stated in writing.

12.2 The Client's policy must be appropriate to the actual itinerary and, where applicable, cover emergency medical treatment and hospitalisation, emergency evacuation and repatriation, trekking and high-altitude activities, cycling or mountain biking, trip cancellation and interruption, and loss, theft or delay of baggage and personal belongings.

12.3 The Client is responsible for checking that their policy covers the specific activities and maximum altitudes included in their itinerary.

12.4 Proof of appropriate insurance may be requested before departure. Bike2Kili is not responsible for costs that an insurer refuses to cover because the Client purchased inadequate insurance or failed to comply with the policy's conditions.

13. GUIDES, SAFETY AND CLIENT CONDUCT

13.1 Clients must follow reasonable instructions given by Bike2Kili guides and staff concerning safety, route conditions, health and group welfare.

13.2 The lead guide may make reasonable decisions to protect the Client and the group, including changing a route, delaying an activity or requiring a Client to discontinue or withdraw from an activity where the guide reasonably believes continued participation creates a safety risk.

13.3 Bike2Kili may remove a Client from a tour where the Client engages in illegal, abusive, threatening, aggressive, seriously disruptive or unsafe conduct, or repeatedly refuses reasonable safety instructions.

13.4 Where a Client is removed or voluntarily leaves a tour because of their own conduct or decision, the Client is responsible for resulting costs and will not normally be entitled to a refund for unused services, subject to applicable law.

14. NO-SHOWS, LATE ARRIVAL AND VOLUNTARY WITHDRAWAL

14.1 A Client who fails to arrive at the agreed departure point or arrives too late to participate in a scheduled service may be treated as a no-show. No refund will normally be provided for missed services caused by the Client.

14.2 If a Client misses a connection, transfer or scheduled activity because of their own arrangements or delay, any additional costs of catching up with the itinerary are the Client's responsibility.

14.3 If a Client voluntarily abandons a tour after it has commenced, unused services are generally non-refundable and any additional transport, accommodation or other costs are the Client's responsibility.

14.4 Where a Client cannot continue because of illness or injury, Bike2Kili will provide reasonable assistance within the limits of the circumstances, but related costs remain the Client's responsibility unless covered by insurance or otherwise required by law.

15. ACCOMMODATION AND THIRD-PARTY SUPPLIERS

15.1 Bike2Kili may use independent hotels, lodges, camps, transport providers, guides, activity providers and other suppliers in delivering an itinerary.

15.2 Bike2Kili will take reasonable care when selecting suppliers. Each independent supplier remains responsible for the services it provides, subject to the terms applicable to that supplier and any responsibilities Bike2Kili has under applicable law.

15.3 Accommodation and other supplier arrangements may be changed where necessary because of availability, safety, operational circumstances or Force Majeure. Bike2Kili will make reasonable efforts to provide a comparable alternative.

15.4 Nothing in these Terms is intended to exclude any responsibility Bike2Kili may have under applicable law for services it has contracted to provide to the Client.

16. COMPLAINTS

16.1 If a Client experiences a problem during the tour, the Client should report it promptly to the guide, trip leader or local Bike2Kili representative so that the Company has a reasonable opportunity to investigate and resolve the issue during the trip.

16.2 If the issue cannot be resolved during the tour, the Client should submit a formal complaint in writing within 30 days after completion of the affected services, where reasonably practicable.

16.3 Bike2Kili will review complaints and respond within a reasonable period. Nothing in this section removes or limits any statutory rights or remedies that cannot lawfully be excluded.

17. LIABILITY

17.1 Bike2Kili is responsible for providing the services it has agreed to provide with reasonable care and skill, subject to applicable law and these Terms.

17.2 Bike2Kili is not responsible for loss, damage, delay, injury or additional expense arising solely from circumstances outside the Company's reasonable control, the Client's own acts or omissions, or the independent acts or omissions of a third-party supplier, except where Bike2Kili has a responsibility under applicable law.

17.3 Subject to applicable law, Bike2Kili's liability for losses arising from a breach of these Terms may be limited to the amount paid by the Client for the affected services, except where such limitation is prohibited by law or the loss results from negligence, fraud, wilful misconduct or another form of liability that cannot lawfully be limited.

17.4 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, wilful misconduct, or any other liability that cannot lawfully be excluded or limited under Tanzanian law.

17.5 Clients should use their travel insurance for insured losses, including medical expenses, evacuation, cancellation, interruption and baggage losses, where applicable.

18. PRIVACY AND PERSONAL INFORMATION

18.1 Bike2Kili may collect and use personal information reasonably necessary to process bookings, arrange travel services, communicate with the Client, meet legal or operational requirements and respond to emergencies. Personal information will be handled in accordance with Bike2Kili's Privacy Policy and applicable Tanzanian data-protection laws.

19. GOVERNING LAW AND JURISDICTION

19.1 These Terms and the contract between the Client and Bike2Kili are governed by the laws of the United Republic of Tanzania.

19.2 The parties submit to the jurisdiction of the courts of Tanzania, subject to any mandatory rights, remedies or jurisdictional requirements that apply to the Client under applicable law.

20. GENERAL PROVISIONS

20.1 If any provision of these Terms is found to be invalid, unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

20.2 No failure or delay by Bike2Kili in exercising a right under these Terms constitutes a waiver of that right.

20.3 These Terms, together with the Client's quotation, booking confirmation and agreed itinerary, constitute the principal agreement between the Client and Bike2Kili regarding the booked services.

20.4 These Terms may be updated from time to time for future bookings. The version applicable to a confirmed booking is the version accepted at the time the booking was confirmed, unless the Client and Bike2Kili expressly agree otherwise.

BEFORE YOU BOOK: KEY POINTS

- A 30% deposit is normally required to confirm a booking.
- The balance is normally due 60 days before departure; bookings made within 60 days require full payment.
- Cancellation charges increase as the departure date approaches.
- Adventure travel involves inherent risks and routes or activities may change for safety, weather or operational reasons.
- Comprehensive travel insurance suitable for the actual itinerary is mandatory.
- Summit, wildlife, weather and specific route outcomes cannot be guaranteed.
- Clients must follow reasonable guide and safety instructions.
- Read your quotation and itinerary carefully so you understand what is included and excluded.