



MBALI MBALI

far far away...

STANDARD TRADING TERMS AND CONDITIONS

VALID 1 JANUARY 2023 TO 31 DECEMBER 2023

COVID-19 PANDEMIC UPDATES AND TRADING TERMS

Visit our website for amended trading terms as applicable during the [COVID-19 Pandemic](http://www.mbalimbali.com/trading-terms) (www.mbalimbali.com/trading-terms)

RATES POLICY

Rates are quoted in USD, nett and non commission-able and on a per person per night sharing basis, inclusive of VAT and the Tanzanian Tourism Development Levy, but exclusive of the TANAPA National Park fees. The rates are quoted free of bank charges and should be included by the agent / client when making payment. We reserve the right to review published rates in the event of increases in costs or taxes which are beyond our control. Acceptance of a quotation from Mbali Mbali constitutes acceptance of these Terms and Conditions which takes effect immediately.

BOOKING PROCESS

All quotations and reservations must be made in writing via email. No reservations will be accepted over the telephone, Skype, phone text message etc. Once received the Mbali Mbali Reservations Office will process the request and issue a proforma invoice. If a booking is not confirmed by email prior to the provisional booking expiry date, the booking will be released automatically in the system without prior notice. All quotations are subject to change based on availability at the time of confirmation.

DEPOSIT AND PAYMENT POLICY

Within 14 days from the date of issuing the proforma invoice a 20% deposit payment of the total booking amount is due to secure the provisional booking. The balance payment should be received by Mbali Mbali by no later than 35 days prior to date of service. Any bookings made within 35 days of travel will require an immediate full payment. Should Mbali Mbali receive a confirmed reservation request against space being held on a provisional basis we reserve the right to request confirmation or release of the held space within 72 hours. Credit card payments will be accepted on condition that an administration fee of 5% is charged on the total amount processed.

BANK DETAILS

All funds should be transferred free of bank charges. We will not be held liable for any cash payments. No funds should ever be paid into another account. The payment confirmation, including the SWIFT copy, should be emailed to bookings@mbalimbali.com with the relevant reservation number as a reference. Payment can be made into the following account:

Account Name: MBALI MBALI LODGES AND CAMPS LIMITED (USD)

Account No: 0118237002

Bank Details: Diamond Trust Bank Tanzania

Branch: Nyerere Road, Dar es Salaam, Tanzania

Swift Code: DTKETZTZ

CANCELLATION POLICY

All cancellation requests must be made in writing and will only be considered as confirmed upon receipt of a written notification from Mbali Mbali Lodges and Camps. For cancellations further than 90 days prior to arrival the 20% deposit will be refunded in the form of a credit, valid for one year. Between 89 and 36 days prior to arrival the 20% deposit is forfeited. Between 35 days and the day of arrival 100% of the full invoice value is charged as a cancellation fee. Should you wish for us to process a refund, the cost of the transfer fees will be charged in addition to the applicable cancellation charges. Mbali Mbali reserves the right to appoint recovery agents to act on behalf of them in case of default. The cost and consequences of appointing such recovery agents to recover the defaulted amounts will be for the agent / client's responsibility.

GROUP BOOKING POLICY

A booking is qualified as a group should 10 or more full paying guests travel together.

Within 21 days from the date of issuing the proforma invoice a 50% deposit payment of the total booking amount is due to secure the provisional booking. The balance payment should be received by Mbali Mbali by no later than 60 days prior to date of service. For cancellations further than 90 days prior to arrival, the 50% deposit will be refunded in the form of a credit, valid for one year. Between 89 and 61 days prior to arrival the 50% deposit is forfeited. Between 60 days and day of arrival 100% of the full invoice value is charged as a cancellation fee. For any exclusive use bookings a 5% accommodation discount will be applied over and above any special offer used. For every 10 full paying guests in a group one complimentary single room will be made available to accommodate a bonafide tour leader. A maximum of one room will be made available for group site inspections at a rate of Rack less 50%, excluding park or government fees for a maximum of 2 nights per property. This will be credited against a subsequent confirmed group booking.



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DIETARY PREFERENCES AND REQUIREMENTS

Any special dietary requirements, whether it be allergies, specific diets or food preferences, should be provided at the time of booking. Due to the remote location of our properties, accommodating requests on site at the last minute, may be difficult. Please note that whilst every effort will be made to accommodate requests, our ingredients are sourced individually for each group and therefore advance notice for meal planning will ensure guests' dietary preferences are planned for with fresh local produce. Please note the limit of six house beverages per day (\$10 per additional beverage, excludes premium beverages) and provide unlimited soft drinks and water to our guests.

LATE CHECKOUT POLICY

Rooms must be vacated by 10 00hrs. Clients wishing to keep their rooms for longer will be charged 50% of the room rate in Low Season and 100% of the Room Rate in High Season.

CHILDREN AND FAMILY POLICY

Children of all ages are welcome at Mbali Mbali Lodges and Camps. The following rates apply: 0 to 4 years (FOC), 5 to 15 years (50% of the adult rate), 16 years and older (Adult rate). Children under 14 years are not advised to stay alone in a room. Our family rooms are reserved exclusively for bookings traveling with children younger than 18 years. As per TANAPA regulation, the minimum age to take part in the chimpanzee trekking in Mahale Mountains National Park is 12 years and in Gombe Stream National Park it is 15 years.

SINGLE TRAVELLER POLICY

No single supplement will be levied at any of our properties for the 2022 rate season.

INSURANCE

Guests are advised to obtain comprehensive travel and health insurance. Mbali Mbali Lodges and Camps shall not be held responsible for any accident, loss, illness, theft and personal injury. It will also not accept responsibility or be liable for inconveniences or financial implications of any sort arising from any accident on the Lodge / Camp premises during the client's stay. Flying doctors coverage is not included and can be added to the booking as an additional charge of US\$50 per person. This covers the guest within East Africa for a period of 14 days. In the event of a medical emergency, the guest will be airlifted to a hospital in Nairobi. All hospital charges is payable by the guest and it is the guests' responsibility to ensure that they have sufficient medical and travel insurance cover in place to cover any in-hospital medical expenses and / or any associated costs once admitted to hospital.

VISA REQUIREMENTS

Visas may be required to enter Tanzania. It remains the sole responsibility of the client to have a valid passport, visa, permits, travel documents, vaccinations and any other relevant medical certificates. Mbali Mbali Lodges and Camps will not accept any responsibility should a client be refused entry due to incorrect or incomplete documentation. Please visit www.tanzania.org.za or <https://eservices.immigration.go.tz/visa/>.

BAGGAGE

Temporary or permanent loss of baggage is the responsibility of the client or the carrier. It is not the responsibility of Mbali Mbali Lodges and Camps and any expense involved in such a loss is entirely the client's or the respective carrier's responsibility. Only soft bags are allowed as baggage allowance, including hand luggage, on all flight sectors and should not exceed 15kg per person. If guests are flying with a more than 15kg per person of luggage, they will need to pre-book an extra seat on the flight to accommodate this. Any excess baggage will not be boarded on the flight and may be left at the airstrip. In this event, all costs in relation to onward transport of excess luggage will be charged to the guest.

COMPLAINTS

Any complaints concerning accommodation, food and beverage, service or any other issues relative to the Lodge or Camp must be reported on site. Following that, any dissatisfaction arising with the handling and resolving of the complaint on site must be lodged in writing to Mbali Mbali Lodges and Camps no later than 14 days after the clients' departure.

FORCE MAJEURE

Force Majeure means, in relation to Mbali Mbali Lodges and Camps, any circumstances beyond the reasonable control of Mbali Mbali related companies (including, but without limitation, acts of God, explosion, floods, tempest, fire or accident, war or threat of war, sabotage, insurrection, civil disturbance, requisition, Government intervention, weather condition, pandemic, or other untoward occurrence). Neither party is liable for the delay or failure to perform any of its obligations under this agreement, in so far as the performance of such obligation is prevented by a force majeure event.

Each party shall notify the other party of the occurrence of such a force majeure event and shall use all reasonable endeavours to continue to perform its obligations herein for the duration of such a force majeure event.

However, if any such force majeure event prevents a party from performing all its obligations hereunder for more than one (1) month, then the other party may terminate this agreement by notice in writing.

ACCEPTANCE OF TERMS

Mbali Mbali Lodges and Camps Limited agrees to grant the Agent the following terms and conditions for the 2022 calendar year. Acceptance of a quote from Mbali Mbali Lodges and Camps by the payment of the associated deposit or balance invoice constitutes consent to all provisions of the conditions in our trading terms.

WWW.MBALIMBALI.COM | BOOKINGS@MBALIMBALI.COM