



Revised Terms & Conditions – Novel Coronavirus (COVID-19)

We have found that an increasing number of our clients are reluctant to book a climb or safari without a guarantee of some form of protection of monies paid, should a Novel Coronavirus infection outbreak occur in their home country or in Tanzania, resulting in travel from their country or travel to Tanzania being banned, or a travel advisory on all but essential travel being put in place.

In response to these requests and in order to reassure our climbers and safari goers, Team Kilimanjaro is offering a revised cancellation policy.

Either of the following conditions would need to be met in order for our revised cancellation terms and conditions to supersede Team Kilimanjaro's current terms and conditions:

a. A COVID-19 outbreak occurs in your home city or country and outbound travel is no longer possible as mandated by local authorities.

b. A COVID-19 outbreak results in the WHO and at least one of the G5 countries (France, Germany, Japan, United Kingdom and the United States of America) issuing a Level 3 Travel Advisory (advising against all but essential travel) to Tanzania on the grounds of COVID-19.

This policy will apply to both new and existing bookings and guarantees that all cancellation penalties relating to Team Kilimanjaro's services (unless otherwise stated) **will be held as a credit for a future climb or safari within fourteen months of cancelling.**

In the event of a claim on the terms of this policy, the process will be as follows:

- Climbers or safari goers who have secured comprehensive travel insurance are required to first claim from their insurer. Once they have obtained the appropriate documentation and proof from the insurer on the outcome of the claim, Team Kilimanjaro will put forward the difference between what the travel insurance company has paid and the price paid to Team Kilimanjaro, towards a future climb or safari.

- If comprehensive travel insurance has not been purchased prior to the trip, we will issue a credit for the value of the Team Kilimanjaro climb and / or safari package.

In both the above scenarios the credit can be used to rebook a climb or safari (subject to availability at any hotels that are rebooked) with any differences in costs for their rescheduled climb or safari then due if the rescheduled booking is made during a different season, or if any hotels to be rebooked are unable to accommodate the booking on the new dates, or if our climb or safari rates, or any hotels included with your package have increased their rates at the time the trip is rescheduled for.

Important Points to Note:

- Should the itinerary include any third party services (accommodation, transport, tours, flights, etc.), the cost of these would be deducted from the credit or refund, unless the third parties have agreed to similar terms as those offered by Team Kilimanjaro. In many instances, we have already secured similar arrangements with 3rd parties.

- Any trips being cancelled or postponed which are commencing within 14 days, or guests electing to not travel *without the above conditions being met*, should ensure that appropriate insurance cover is in place, as in this event, [standard cancellation policy](#) applies.

For any enquiries please contact us.