Terms and Conditions

ADVENTURE BATS

Welcome to Adventure Bats! We are committed to providing memorable, safe, and enjoyable travel experiences throughout Tanzania and beyond. By making a booking with Adventure Bats, you acknowledge that you have read, understood, and agreed to the following Terms and Conditions.

1. BOOKINGS AND RESERVATIONS

- All bookings are subject to availability and confirmation by Adventure Bats.
- A booking is considered confirmed once the required deposit or full payment has been received and confirmation has been provided.
- Customers are responsible for providing accurate booking information, including names, contact details, travel dates, accommodation details, and any relevant requirements.
- Any special requests, including dietary requirements, accessibility needs, or other considerations, must be communicated at the time of booking.
- Adventure Bats reserves the right to decline a booking where necessary.

2. PAYMENTS

- Tour prices are quoted in the currency specified at the time of booking.
- Payment terms, including deposits and final payment deadlines, will be communicated during the booking process.
- Any outstanding balance must be paid before the commencement of the tour unless otherwise agreed in writing.
- Additional services or expenses not included in the original booking price will be charged separately.
- Customers are responsible for any bank fees, international transfer charges, or payment processing fees applicable to their transactions.

3. CANCELLATIONS AND REFUNDS

- Customers wishing to cancel a booking must notify Adventure Bats in writing.
- Cancellations must be made at least 24 hours before the scheduled tour or activity start time to guarantee a full refund.
- The 24-hour cancellation period is calculated based on the scheduled pickup time or activity start time confirmed by Adventure Bats.
- Cancellations made less than 24 hours before the scheduled start time are not eligible for a guaranteed refund.
- Refunds for cancellations made within the required 24-hour period will be processed using the original payment method whenever possible.
- No refunds will be provided for unused portions of a tour, missed activities, late arrivals, or voluntary early departures.
- Adventure Bats reserves the right to cancel a tour when necessary due to insufficient participation, safety concerns, operational issues, or circumstances beyond our control. In such cases, customers will be offered an appropriate alternative date or a full refund for services not provided.

4. CHANGES TO BOOKINGS

- Requests to change booking dates, destinations, group sizes, or activities must be submitted as early as possible.
- Changes are subject to availability and may result in additional costs.
- Adventure Bats will make reasonable efforts to accommodate customer requests but cannot guarantee that all changes will be possible.
- Changes to itineraries may be necessary due to weather conditions, road conditions, wildlife movements, government restrictions, or other operational circumstances.

5. TOUR PRICES AND INCLUDED SERVICES

- All tour prices are based on the itinerary and inclusions outlined in the customer's booking confirmation.
- Customers should carefully review what is included and excluded before confirming a booking.
- Unless specifically stated, personal expenses, tips, alcoholic beverages, additional activities, travel insurance, and international flights are not included.
- Park fees, accommodation, meals, transportation, guides, and other services are included only where specified in the booking description.
- Prices may change before a booking is confirmed due to changes in supplier costs, park fees, taxes, or other operating expenses.

6. ITINERARIES AND TOUR OPERATIONS

- Adventure Bats reserves the right to adjust itineraries when necessary to protect customer safety or maintain the quality of the experience.
- Wildlife sightings cannot be guaranteed during safaris or nature excursions.
- Weather conditions, road closures, park regulations, wildlife activity, and other circumstances may affect planned activities.
- Adventure Bats will make reasonable efforts to provide alternative arrangements where changes are necessary.
- Customers are expected to follow the instructions of guides, drivers, and other authorized tour personnel throughout the experience.

7. CUSTOMER RESPONSIBILITIES

Customers agree to:

- Arrive at the designated pickup location at the agreed time.
- Follow all safety instructions provided by guides and tour personnel.
- Respect local communities, cultural traditions, wildlife, and the natural environment.
- Behave responsibly and avoid actions that may endanger themselves or others.
- Inform Adventure Bats of any relevant medical, mobility, dietary, or other requirements before the tour.
- Ensure that they have all required travel documents, including passports, visas, permits, and vaccinations where applicable.
- Be responsible for their personal belongings and valuables throughout the tour.

Adventure Bats reserves the right to remove any customer from a tour if their behavior creates a safety risk, disrupts the experience, or violates local laws. No refund will be provided in such circumstances, subject to applicable law.

8. HEALTH, SAFETY AND TRAVEL INSURANCE

- Customers participate in tours and activities at their own discretion and must consider their physical fitness and personal capabilities before booking.
- Certain activities, including hiking, mountain climbing, cycling, kayaking, and wildlife excursions, involve inherent risks.
- Customers are strongly encouraged to obtain comprehensive travel insurance covering medical expenses, emergency evacuation, trip cancellation, and activities included in their itinerary.
- Adventure Bats is not responsible for medical expenses, injuries, illnesses, or losses arising from circumstances beyond its reasonable control, subject to applicable law.
- Customers are responsible for ensuring they are medically fit to participate in their chosen activities.

9. ACCOMMODATION AND THIRD-PARTY SERVICES

- Accommodation, transportation, park activities, and other services may be provided by independent third-party suppliers.
- Adventure Bats works with selected providers to maintain reasonable service and quality standards.
- Adventure Bats is not responsible for the independent actions or omissions of third-party suppliers beyond its reasonable control, subject to applicable law.
- Any complaints regarding third-party services should be reported to Adventure Bats as soon as possible so that reasonable assistance can be provided.

10. PERSONAL BELONGINGS AND LIABILITY

- Customers are responsible for their personal belongings, luggage, travel documents, and valuables.
- Adventure Bats is not responsible for lost, stolen, or damaged personal property unless caused by its negligence or other circumstances for which it is legally responsible.
- Adventure Bats will take reasonable precautions to provide safe and reliable services.
- Nothing in these Terms and Conditions excludes or limits liability where such exclusion or limitation is prohibited by applicable law.

11. FORCE MAJEURE

Adventure Bats shall not be held responsible for delays, cancellations, interruptions, or changes resulting from circumstances beyond reasonable control, including but not limited to:

- Extreme weather conditions and natural disasters.
- Government restrictions, regulations, or travel advisories.
- Political unrest, civil disturbances, or security concerns.
- Road closures, transport disruptions, or infrastructure failures.
- Pandemics, epidemics, or public health emergencies.
- Other unforeseen circumstances affecting the safe operation of tours.

Adventure Bats will make reasonable efforts to communicate changes and assist customers with alternative arrangements where possible.

12. PHOTOGRAPHY AND MEDIA

Adventure Bats may take photographs and videos during tours for promotional and marketing purposes.

Customers who do not wish to appear in promotional photographs or videos should inform their guide or Adventure Bats before the activity begins.

Customers are also expected to respect the privacy of other participants and local communities when taking photographs or recording videos.

13. CHILDREN AND MINORS

- Children participating in Adventure Bats activities must be accompanied by a responsible parent or legal guardian unless otherwise agreed.
- Certain activities may have minimum age, height, or physical fitness requirements.
- Parents and guardians are responsible for the supervision and safety of children throughout the tour.

14. COMPLAINTS AND CUSTOMER SUPPORT

Adventure Bats aims to resolve customer concerns fairly and promptly.

Any complaints or issues experienced during a tour should be reported to the guide or Adventure Bats management as soon as possible so that an opportunity to resolve the matter can be provided.

Formal complaints should be submitted in writing within 14 days of the completion of the tour.

15. PRIVACY AND PERSONAL INFORMATION

Adventure Bats collects customer information only as reasonably necessary to manage bookings, arrange travel services, communicate with customers, and provide tours.

Customer information will be handled responsibly and will not be sold to third parties. Relevant information may be shared with service providers when necessary to fulfill a booking or comply with legal requirements.

16. GOVERNING LAW

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the United Republic of Tanzania, subject to any applicable mandatory consumer protection laws.

Any disputes arising from these Terms and Conditions shall be addressed in accordance with applicable Tanzanian law.

17. ACCEPTANCE OF TERMS

By making a booking, submitting payment, or participating in an Adventure Bats tour or activity, customers acknowledge that they have read, understood, and agreed to these Terms and Conditions.

ADVENTURE BATS
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