



## **Art in Tanzania Refund Policy**

### **Payments**

A booking is valid between Art in Tanzania and the volunteer/intern after the Volunteer/Internship participant/trainee pays Art in Tanzania a down payment for her/his participation to any of the programs.

The common down payment is USD 150 and increases if the program includes safaris and tours to cover the lodging etc. The accommodation down payment is not refundable.

The final payment of the volunteering and the adventure program shall be paid 6 weeks before the start of the program unless otherwise agreed.

### **Rights to Cancel and Change the Booking**

We recommend the visitor to issue a travel insurance that covers the paid fees in case of illness or similar force major cases. Art in Tanzania's refund plan is made according to the cost it is committed to pay to the third parties. Those nonrefundable costs include house rents, lodge and safari fees, immigration fees and similar cost that we sometimes pay even six months beforehand and are mostly nonrefundable.

A visitor shall inform Art in Tanzania as soon as it is possible about the illness or any other reason to force her / him to cancel the trip or to change its schedule.

### **Refunds in case of cancellation:**

- The down payment is non-refundable.
- If the cancellation of the program is done less than 45 days from the trip Art in Tanzania will not make any refunds. Force Majeure cases are commonly included in the personal traveler's insurance policies.
- If the participant cancels the program during her stay in Tanzania, we do not refund any program and related fee. Note that commonly the travel insurance covers loss of travel due reasons as illnesses etc.
- If the program is cancelled by the participant before 45 days of arrival we refund all payments except the down payment.

### **Office costs**

In case of a major change of the program schedule we charge USD 50 office fee and possible other cost incurred as non-refundable hotel and similar fees.

### **Travel luggage and other personal items**

Art in Tanzania is not responsible of the stolen or lost luggage or other personal properties



whether they are lost in the volunteer's house, outside the house or during the travel or elsewhere. We recommend the visitor to keep a good travel insurance.

In case of lost Art in Tanzania is assisting the participant to produce all the necessary documentation for the insurance as the lost/police report etc.

#### **VISA**

A participant is responsible to apply her his entry VISA and to pay the fees accordingly at the entry immigration office. The common C1 and C2 charity VISA is USD 50 online at <https://eservices.immigration.go.tz/visa/>

Responsible Host in Tanzania:

#### **Art in Tanzania (NGO)**

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Welcome to Tanzania!

Art in Tanzania Team