



Sindbad Tours Booking, Payment & Cancellation Policy

Effective Date: June 2026-2027

Thank you for choosing Sindbad Tours. Please read our booking terms and conditions carefully before confirming your reservation.

1. Booking Policy

All bookings are subject to availability.

A booking is confirmed only after receiving a written confirmation from Sindbad Tours and the required deposit.

Clients must provide accurate passport details, travel dates, and any special requests at the time of booking.

Special requests such as dietary requirements, honeymoon arrangements, wheelchair assistance, or children's needs are subject to availability and cannot be guaranteed unless confirmed in writing.

Sindbad Tours reserves the right to refuse any booking if necessary.

2. Payment Policy

Deposit

A 30% non-refundable deposit is required to confirm all bookings.

During peak seasons (Christmas, New Year, Easter), a 50% deposit may be required depending on hotel policies.

Final Payment

The remaining balance must be paid 30 days before arrival.

Bookings made within 30 days of travel require 100% payment immediately

Accepted Payment Methods

Bank Transfer

Credit/Debit Card

Online Payment Link

Cash (USD or Tanzanian Shillings)

All bank charges are the responsibility of the client.

3. Cancellation Policy

Safari & Tour Packages

More than 30 days before arrival:

Deposit is non-refundable.

Remaining balance refunded if already paid.

15–29 days before arrival

50% cancellation fee.

7–14 days before arrival

75% cancellation fee.

Less than 7 days before arrival

100% cancellation fee.

Hotel Bookings

Hotel cancellation policies vary depending on the property. Any charges imposed by the hotel will be passed on to the client.

Flights

Domestic and international flight tickets are subject to airline fare rules and may be non-refundable or subject to change fees.

4. Amendments

Changes requested after confirmation are subject to availability.

Additional charges may apply for:

Date changes

Hotel changes

Safari route changes

Passenger name changes

Additional services

5. No Show

Failure to arrive without prior notice will be treated as a No Show, and 100% of the booking value will be charged.

6. Refund Policy

Refunds, where applicable, will be processed within 14–30 business days after approval.

Bank transfer fees, credit card charges, and third-party service fees are non-refundable.

7. Travel Insurance

Sindbad Tours strongly recommends that all guests purchase comprehensive travel insurance covering:

Medical emergencies

Trip cancellation

Flight delays

Lost baggage

Personal accidents

Emergency evacuation

8. Prices

All prices are quoted in USD unless otherwise stated.

Prices may change without prior notice before booking confirmation due to supplier rate changes, taxes, fuel surcharges, or exchange rate fluctuations.

Once confirmed and fully paid, prices are guaranteed unless government taxes or park fees change.

9. Client Responsibilities

Clients are responsible for:

Holding a valid passport.

Obtaining visas where required.

Meeting vaccination and health requirements.

Arriving on time for all transfers and excursions.

Respecting local laws, customs, wildlife, and the environment.

10. Sindbad Tours Responsibilities

Sindbad Tours will:

Provide services as confirmed in the itinerary.

Use licensed guides and professional drivers.

Maintain high safety standards.

Assist clients in case of emergencies whenever possible.

11. Liability

Sindbad Tours acts as an intermediary between clients and third-party suppliers (hotels, airlines, parks, and transport providers).

We are not liable for delays, cancellations, accidents, weather conditions, government actions, force majeure events, or any circumstances beyond our reasonable control.

12. Force Majeure

Sindbad Tours shall not be held responsible for disruptions caused by:

Natural disasters

Pandemics

Civil unrest

Government restrictions

Airline disruptions

Extreme weather

Acts of terrorism

Other unforeseeable events beyond our control

13. Child Policy

Children under 2 years may travel free on selected services.

Child rates apply according to each hotel's and supplier's policy.

Children must always be accompanied by a responsible adult.

14. Complaints

Any concerns should be reported immediately during the tour so that every effort can be made to resolve the issue.

Written complaints must be submitted within 14 days after the completion of travel.

15. Governing Law

These Terms and Conditions shall be governed by the laws of the United Republic of Tanzania.

Contact Information

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