



KILIMANJARO CENTRE FOR TREKKING & ECOTOURISM (KCTE)

# Kilimanjaro Booking Terms & Conditions

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Thank you for choosing **Kilimanjaro Centre for Trekking and Ecotourism (KCTE)** as your trusted guide for climbing Mount Kilimanjaro. To ensure a smooth and enjoyable experience for all of our climbers, we ask that you carefully read and understand our Booking Terms & Conditions before confirming your trek.

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## 1. Booking and Payment

- **Booking Confirmation:** All bookings are considered confirmed upon receipt of a completed booking form and the required deposit payment.
- **Deposit:** A 50% deposit of the total booking amount is required to secure your spot. The deposit must be paid at the time of booking.
- **Balance Payment:** The remaining 50% of the booking fee is due **14 days before the trek start date**. Alternatively, you may pay the remaining balance **on arrival** before the trek begins. Failure to pay the remaining balance on time may result in the cancellation of your booking.
- **Payment Methods:** Payments can be made through various methods, including credit/debit card, bank transfer, or online payment platforms. Details will be provided at the time of booking.
- **Booking Adjustments:** Any changes to your booking (including dates, routes, or group size) must be made in writing and may be subject to additional charges. Changes can only be made up to 30 days before the trek start date.

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## 2. Cancellations and Refunds

- **Cancellations by the Customer:** Cancellations must be made in writing. The following cancellation policy applies:
    - **More than 30 days before departure:** 90% refund of the total cost.
    - **15-30 days before departure:** 50% refund of the total cost.
    - **Less than 15 days before departure:** No refund.
  - **Cancellations by KCTE:** In the unlikely event that KCTE must cancel your trek due to weather, natural disasters, or any other unforeseen circumstances, we will offer a full refund or the option to reschedule the trek.
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## 3. Trekking Packages and Services

- **Package Inclusions:** KCTE trekking packages typically include the following:
    - Professional guide services
    - Porters and support staff
    - Transportation from the hotel to the mountain and back
    - One day of accommodation at a comfortable hotel before your trek begins, to help you settle in and prepare for the adventure ahead. This ensures you are well-rested and acclimatized to the local time zone.
    - Accommodation on the mountain (huts or tents, depending on the route)
    - Post-trek accommodation to relax and reflect on your achievement after summiting Kilimanjaro. This is the perfect time to unwind and celebrate your success in comfort.
    - Meals (three meals per day)
    - Entrance fees to the national park
    - Park and camping fees
  - **Package Exclusions:** The following are typically not included in the trekking package:
    - International flights to Tanzania
    - Travel insurance
    - Personal items (such as clothing, gear, and medical supplies)
    - Tips for guides and porters
    - Optional additional services (such as extra accommodation, equipment rentals, etc.)
  - **Upgrades and Add-ons:** KCTE offers a variety of optional upgrades and add-ons, such as luxury camping, extra nights in hotels, and additional excursions. These must be arranged prior to your arrival.
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## 4. Health and Safety

- **Medical Requirements:** Climbers must be in good health. Please consult your doctor before booking your trek, especially if you have pre-existing medical conditions. KCTE can assist you in obtaining a medical clearance if needed.
  - **Altitude Acclimatization:** It is essential to allow proper time for acclimatization to avoid altitude sickness. KCTE follows best practices in acclimatization to ensure your safety.
  - **Insurance:** KCTE strongly recommends that all climbers purchase comprehensive travel and medical insurance, including coverage for emergency evacuation, altitude sickness, and trip cancellation. KCTE is not responsible for any medical expenses incurred during the trek.
  - **Emergency Assistance:** KCTE provides emergency evacuation support through experienced guides and porters. However, climbers are responsible for the cost of evacuation if it is needed.
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## 5. Responsibilities of Climbers

- **Physical Preparation:** Climbers must be physically fit and capable of handling the physical demands of the trek. It is highly recommended that climbers follow a training regimen in the months leading up to the trek.
  - **Behavior and Conduct:** All climbers must adhere to the **Kilimanjaro Code of Conduct**, which includes respecting local cultures, the environment, and fellow climbers and staff. KCTE reserves the right to remove any climber who engages in disruptive or unsafe behavior from the trek.
  - **Respect for Guides and Porters:** Treat KCTE's team of guides and porters with respect. They work hard to ensure your safety and comfort, and any form of mistreatment is not tolerated.
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## 6. Travel Documentation and Visas

- **Visa Requirements:** Climbers are responsible for ensuring they have the appropriate travel documents, including a valid passport and tourist visa. KCTE can assist in obtaining a tourist visa and provide guidance on the visa application process.
  - **Arrival Requirements:** Climbers are required to arrive at least **1 day before the scheduled trek departure**. It is your responsibility to ensure timely arrival and coordination with KCTE.
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## 7. Liability and Force Majeure

- **Limitation of Liability:** KCTE will not be held liable for any personal injury, loss, damage, delay, or inconvenience caused by circumstances beyond our control, such as natural disasters, strikes, or government restrictions. KCTE's liability is limited to the total amount paid for the trekking services.
  - **Force Majeure:** KCTE is not responsible for any disruption to the trek caused by "force majeure" events (e.g., extreme weather conditions, political instability, or other uncontrollable events). If such events occur, KCTE will make every effort to assist with rescheduling or alternative arrangements.
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## 8. Photography and Marketing

- **Use of Photos:** By participating in the trek, you agree to allow KCTE to use photos and videos taken during your trek for marketing, promotional, and social media purposes. If you do not wish to be featured, please inform the guide in advance.
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## 9. Agreement

- **Acceptance of Terms:** By making a booking, you acknowledge that you have read and understood these Booking Terms & Conditions and agree to be bound by them.
  - **Modification of Terms:** KCTE reserves the right to modify these Terms & Conditions at any time. Changes will be communicated to customers prior to booking confirmation.
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## Contact Us

For more information or if you have any questions about the booking process, please do not hesitate to contact us at:

**Kilimanjaro Centre for Trekking and Ecotourism (KCTE)**

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**These terms aim to create a transparent and fair process for all climbers while ensuring that the trek is enjoyable and safe for everyone.**