



## **Client Cancellations, Alterations & Refunds**

Love Is A Mountain (LIAM) Retreats adheres to the refund policy of our Tanzanian agents, SENE, as follows. If you feel there is a chance that you may need to cancel a future trip, we recommend that you purchase trip cancellation insurance.

For trip cancellations received 90 or more days prior to the scheduled first day of the trip the US\$500 deposit is forfeited.

For trip cancellations received 45-89 days prior to the scheduled first day of the trip 25% of the total trip price is forfeited.

For trip cancellations received 15-44 days prior to the scheduled first day of the trip 50% of the total trip price is forfeited.

For trip cancellations received 14 or fewer days prior to the scheduled first day of the trip 100% of the total trip price is forfeited.

Client trip cancellation notifications must be made in writing. The email date stamp verifies the date of cancellation.

There will not be any refund to a client who cancels a trip that is in progress. Refunds are not made for any missed trip services unless verifiable extenuating circumstances exist. For verifiable claims to be considered, they must be received in writing within 45 days of the scheduled last day of the trip and accompanied by supporting documentation verifying the claim.

Any additional transportation, accommodations, and meals charges necessitated and incurred by a client who does not complete a planned itinerary due to illness, injury, health, personal choice or other factors not otherwise impacting the whole expedition are the responsibility of the client.

## **LIAM Cancellations & Alterations to Trips**

LIAM reserves the right to cancel any trip or any part of a trip if air schedule or ground transportation changes, or if security, weather, or other events beyond its control make such cancellations necessary for the health and safety of clients and/or LIAM/SENE personnel. Refund of all payments received for the cancelled portion of a trip shall release LIAM and SENE from any further liability. LIAM is not responsible for non-recoverable expenses

incurred by clients for a cancelled trip, such as, but not limited to international air tickets, visa fees, vaccinations, clothing, and gear purchases.

LIAM/SENE makes every effort to meet all services as described in an itinerary, but LIAM/SENE acknowledges that unforeseen circumstances may require alterations to a trip. In the event of circumstances beyond the control of LIAM/SENE that require alterations to a trip or any part of a trip (including, but not limited to changes in accommodation, meals, flights, activities, or services) then any additional expenses due to these alterations are the responsibility of the client.

### **SENE Disclaimer**

SENE is an agent providing trip services and/or related travel services and assumes no responsibility whatsoever for injury, personal illness, loss or damage to person or property in connection with any service and for any reason whatsoever, included, but not limited to the following causes: act of God; weather; detention; annoyance; delays; expenses arising from quarantine; strikes; thefts; pilferage; force majeure; failure of any means of conveyance to arrive or depart as scheduled; civil disturbances; terrorism; government restrictions or regulations; and discrepancies or changes in services over which it has no control. Furthermore, each of the companies providing services to LIAM/SENE clients is an independent corporation with its own management and terms & conditions, and is not subject to the control of LIAM/SENE. As SENE does not have control over the actions of any supplier, LIAM/SENE is not responsible for the failure of any supplier to provide the services stated in the supplier's terms & conditions.

Where SENE acts as an agent for the transport, accommodation and services of another company supplying a trip, SENE may not be held liable for non-performance of any such supplier.

Baggage and personal effects are at owners risk throughout the trip. SENE will take every care with clients' baggage and property, but is not liable for loss, damage or delayed delivery.

All services are subject to the laws and regulations of the country in which they are provided.

### **Signed Agreement**

SENE draws your attention to the fact that there are certain inherent dangers involved with adventure travel and the client accepts them at his/her own risk.

SENE also requires a pre-trip voluntary release (waiver) form to be read and signed in Tanzania by all trip participants (or parent/guardian if minor).