

FCM1 Skylink

TRAVEL & TOURS LTD

Your **enjoyment, comfort** and **safety** are our priority

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Tanzania's Leading
Travel Management
Company 2017



Tanzania's Leading
Travel Management
Company 2018



Tanzania's Leading
Travel Management
Company 2019



Tanzania's Leading
Travel Management
Company 2020



Tanzania's Leading
Travel Management
Company 2021

Confirming a Holiday packages with Skylink Travel and Tours LTD – FCM Tanzania (STTL-FCM Tz) assumes that you have read, fully understood and accepted the terms and conditions described below.

Terms and Conditions

1. STTL-FCM Tz provides transportation, accommodation bookings, restaurant meals, excursions and other services in cooperation with independent suppliers.
2. All information detailed in client itineraries is given to the best of STTL – FCM Tz's knowledge and based on the latest information available. STTL – FCM Tz cannot be liable for modified information from third parties, nor for any obvious typing errors.
3. To reserve we need: your full names as they appear in passport, your nationality and passport number.
4. Before confirming a package, the client must inform STTL – FCM Tz of any preference and special requests of the participants; e.g. medical needs, diet requirements relating to disabilities and any other requirements. STTL – FCM Tz will meet the requests if possible.
5. All packages are subject to availability and not guaranteed until confirmed. Many lodges and hotels offered by STTL – FCM Tz have limited capacity and therefore it is essential to make reservations well in advance of your planned trip.
6. In the event that you wish to amend your reservation in any way, STTL – FCM Tz will make the preferred adjustment where practicable and possible and confirm accordingly. STTL – FCM Tz reserves the right to charge an amendment fee relative to actual costs, which will be added to the total invoice.
7. STTL – FCM Tz reserves the right to change and re-adjust the tour schedule, transportation, accommodation and services indicated in the itinerary in the event of unforeseen circumstances before arrival. Any changes to the itinerary will be communicated to the client as soon as possible.

PRICES:

1. The prices quoted for the various packages are as per the itinerary and include the following services, unless stated otherwise: overnight in hotels or lodges, all meals as indicated, ground transportation, English speaking driver/guide.
2. Expenses are not covered: international and domestic air fares, excursions, visa and passports, meals not mentioned in the itinerary, drinks, tips and gratuities for the guides, laundry, travel insurance and other items of a personal nature.
3. Prices quoted to our clients are subject to change without notice and are not guaranteed until confirmed in writing.
4. STTL – FCM Tz reserves the right to adjust prices at any time should there be any such as:
 - **Government regulated fees and taxes:** In Tanzania, we are exposed to unannounced and sudden changes in items such as entrance fees and taxes.
 - **Fuelsurcharges:** Similarly, we are occasionally exposed to sudden changes in fuel costs,

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which we need to pass on to our customers if our suppliers demand them of us.

The group leader or customer is responsible for paying any additional charges of this nature. The company will however make every effort to minimize any increase.

EXECUTION OF THE TOUR:

1. STTL – FCM Tz reserves the right to substitute equivalent or superior hotels or lodges. If the equivalent standard is not available STTL – FCM Tz may substitute the next best quality hotel or suggest superior standard accommodation (extra charge may apply).
2. The mode transportation used will be dependent on the number of clients and route takes, based on the specifications of chosen itinerary. Every effort is made to ensure that vehicles are provided in a roadworthy condition but no liability can be accepted for puncture, breakdown, damage, or any delay.
3. Experienced English speaking driver/guides are a key part of your tour. They are the only person(s) allowed to drive STTL – FCM Tz's vehicle.
4. STTL – FCM Tz reserves the right to employ subcontractors to carry out all or part of the services agreed to be supplied.
5. STTL – FCM Tz reserves the right to refuse any person from participating or continuing any tour if, in STTL – FCM Tz's opinion or in the opinion of any other person in authority, the person concerned behaves in such a way as to cause or be likely to cause danger, hazards or inconvenience to any third party, damage to property or to environments and ecosystems. No refunds will be made and STTL – FCM Tz shall not be liable to expenses incurred as a result of the termination.

PAYMENT:

1. All tours will be booked and confirmed only upon receipt of 100% deposit of the basic program rate.
2. If payment is not received in accordance with the above, STTL - FCM Tz has the right to cancel the booking.
3. Payment can be made by Visa/Master or American Express credit card, direct wire transfer or cash, before the start of the safari.

Note the payments by credit card attract bank charges.

VISA/MASTER card - 3.5% and American Express – 5%.

Credit card transactions must be made at least one month prior to the start of your trip. Regretfully, traveler cheque are not accepted.

4. Using Direct Wire Transfer method, you need to bear all the bank charges as we have no provisions of bank charges in the cost. When transferring the funds, please ensure that our final bank account name is mentioned in the transfer copy. Once we get the swift copy we shall send it to the bank to follow up.

This mode of payment takes a minimum of 7 working days for the funds to arrive in our account.

BANK DETAILS

Wire Transfer directly to our Bank Account Beneficiary:

SKYLINK TRAVEL & TOURS LTD

Amani Place, 4th Floor, Ohio Street, Opp. Serena Hotel,
P.O. Box 5137, Dar Es Salaam, TANZANIA.

Bank: **EXIM BANK (T) LTD**

US Dollar A/C: # 030-183-8336

Swift Code: **EXTNTZTZ**

Funds transferred of USD from abroad into our account to be done through:

CITI BANK N.Y

SWIFT CODE: CITIUS33

For the credit into our account with **Exim Bank (T) Ltd.**

CANCELLATION AND REFUNDS:

1. All cancellation requests must be made in writing and shall be effective on the date of actual receipt by STTL - FCM Tz.
2. The following cancellation charges apply to the basic program rate:
More than 8 weeks' notice ~ Deposit forfeited;
Less than 8 weeks' notice ~ Deposit plus 30%;
Less than 4 weeks' notice ~ 70%;
Less than 3 weeks' notice ~ 60%;
Less than 2 weeks' notice ~ 100%.
STTL - FCM Tz reserves the right to deduct all expenses incurred from money paid.
3. No refunds will be made for any unused services, late arrival or no-show of any of the members of the tour.

COMPLAINTS:

1. STTL - FCM Tz shall try to ensure that the company exceeds the expectations in every area of the tour arrangements. However, suggestions are very much appreciated in order to keep improving the quality of the service.
2. Complaints must be reported immediately to the STTL - FCM Tz representative and to the supplier of the service in question, who will do their best to resolve the matter. If the problem is not solved to the client's satisfaction, the complaint should be reported in writing and not later than 30 days after completion of the tour.
3. Liability for any complaints not notified in accordance with the above described procedure cannot be accepted.

LIABILITY:

1. STTL - FCM Tz will make every effort to ensure that all arrangements and services offered are carried out as specified in the most efficient way possible. However, the company does not have direct control of the provision of services by suppliers and, whilst every supplier is chosen with utmost care, STTL - FCM Tz does not accept liability for errors or omissions of such suppliers.
2. STTL - FCM Tz shall not be liable for any loss, damage or injury of any nature whatsoever whether to a person or property.
3. Whilst every care is taken, STTL - FCM Tz cannot be held responsible for the direct or indirect costs of loss or damage to baggage or personal possessions.
4. STTL - FCM Tz cannot accept liability or pay compensation for unforeseen circumstances beyond the control of the company or its staff, including flight delays or cancellations.
5. It is the responsibility of the client to ensure that all members of the tour have the appropriate passports, visas, travel permits, health certificates and other documentation required.
6. It is the responsibility of the clients to take proper medical and practical precautions in regard to health and safety. Medical advice should be sought well before travelling.
7. Clients are strongly advised to obtain comprehensive travel insurance before coming to United Republic of Tanzania.

THANK YOU FOR TAKING TIME TO READ THESE TERMS AND CONDITIONS!

If you have any questions, please do not hesitate to contact us!!

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