

Terms & Conditions

Last Updated: August 18, 2026

Welcome to 12Leo Safaris.

These Terms & Conditions govern your use of the 12Leo Safaris website and the services, travel enquiries, itineraries, bookings, and travel arrangements provided by or through 12Leo Safaris.

By accessing or using our website, submitting an enquiry, requesting an itinerary, or proceeding with a booking, you agree to these Terms & Conditions.

If you do not agree with these terms, please do not use our website or services.

1. About 12Leo Safaris

12Leo Safaris is a Tanzania-based safari and travel company providing travel experiences and arrangements across Tanzania.

Our services may include, depending on the itinerary and agreement with the traveler:

- Tanzania safari experiences
- Private and tailor-made safaris
- Kilimanjaro climbing experiences
- Zanzibar travel experiences
- Accommodation arrangements
- Transportation
- Airport transfers
- Selected activities and experiences
- Travel planning and itinerary design

The specific services included in a trip will depend on the itinerary, quotation, booking confirmation, and arrangements agreed with the traveler.

2. Use of Our Website

You may use our website for lawful purposes and in accordance with these Terms & Conditions.

You agree not to:

- Use the website for unlawful purposes
- Attempt to gain unauthorized access to our systems
- Introduce malicious software or harmful code
- Interfere with website security or functionality
- Copy or reproduce website content for commercial purposes without permission
- Misrepresent your identity or travel information
- Use our website to conduct fraudulent activities

We reserve the right to restrict or terminate access to the website where we reasonably believe these terms have been violated.

3. Travel Enquiries

Submitting an enquiry through our website does not automatically create a booking or contract for travel services.

An enquiry allows us to understand your travel requirements and prepare an appropriate proposal, itinerary, quotation, or response.

A booking becomes confirmed only after the applicable booking requirements have been completed and confirmation has been provided by 12Leo Safaris.

4. Customized Itineraries

We may create itineraries based on information you provide, including:

- Travel dates
- Number of travelers
- Preferred destinations
- Accommodation preferences

- Travel style
- Budget
- Activities
- Special requests

Customized itineraries are prepared according to the information available at the time of planning.

Travel conditions, accommodation availability, park regulations, transportation schedules, weather, wildlife conditions, and other circumstances may require adjustments.

5. Prices and Quotations

Prices provided by 12Leo Safaris may depend on factors such as:

- Travel dates
- Number of travelers
- Accommodation
- Transportation
- Park and conservation fees
- Activities
- Route or destination
- Availability
- Seasonal pricing
- Exchange rates
- Supplier pricing

A quotation is subject to the terms and validity period stated in the quotation.

Prices may change before a booking is confirmed if supplier costs, availability, government fees, taxes, exchange rates, or other applicable charges change.

The final price applicable to your trip will be the price confirmed by 12Leo Safaris at the time of booking.

6. Booking Confirmation

A booking is considered confirmed only after 12Leo Safaris has confirmed the booking and any required deposit or payment has been received according to the agreed booking terms.

Travelers should not make non-refundable personal arrangements based solely on an enquiry or preliminary quotation unless the relevant travel services have been formally confirmed.

7. Payments

Payment requirements will depend on the nature and value of the travel arrangements.

The applicable payment schedule, deposit requirements, payment deadlines, and balance due date will be communicated during the booking process.

Failure to make required payments by the agreed deadlines may result in cancellation or modification of the booking.

Any applicable cancellation charges or non-refundable amounts will depend on the agreed booking conditions and the services involved.

8. Cancellations and Refunds

Cancellation conditions may vary depending on the services included in your booking.

Certain services may be subject to non-refundable deposits, supplier cancellation fees, park fees, accommodation policies, transportation conditions, or other third-party charges.

Before confirming a booking, travelers should review the cancellation and refund conditions applicable to their specific itinerary.

Where a refund is applicable, the amount may be reduced by non-refundable charges or fees imposed by relevant service providers.

9. Changes to Your Booking

Travelers may request changes to their itinerary after booking.

We will make reasonable efforts to accommodate requested changes, subject to:

- Availability
- Supplier conditions
- Additional costs
- Park regulations
- Transportation schedules
- Accommodation policies
- Other operational considerations

Changes may result in additional charges.

No requested change is guaranteed until it has been confirmed by 12Leo Safaris.

10. Changes to Itineraries by 12Leo Safaris

Although we aim to operate trips according to the confirmed itinerary, circumstances beyond our reasonable control may require changes.

These circumstances may include:

- Weather conditions
- Road conditions
- Wildlife conditions
- Park or conservation authority requirements
- Government regulations
- Accommodation availability
- Transportation issues
- Safety considerations
- Natural events
- Political or civil disruptions
- Illness or medical emergencies
- Other unforeseen circumstances

Where reasonably possible, we will communicate significant changes and seek suitable alternatives.

Our priority will always be the safety and reasonable welfare of travelers while preserving the overall character of the journey.

11. Accommodation

Accommodation included in an itinerary is subject to availability and the conditions of the relevant accommodation provider.

Where a specific property is unavailable, we may propose an alternative of comparable standard, subject to the circumstances and agreed arrangements.

Accommodation facilities, services, room categories, meal arrangements, and other amenities are determined by the relevant property.

12. Transportation

Transportation arrangements may involve safari vehicles, airport transfers, domestic flights, road transfers, ferries, or other transportation providers depending on the itinerary.

Travelers acknowledge that transportation schedules and conditions may be affected by weather, road conditions, operational issues, government requirements, or other circumstances beyond our control.

Where transportation is provided by an independent third party, that provider may have its own terms and conditions.

13. Wildlife and Safari Experiences

Wildlife encounters are naturally unpredictable.

Although we work with experienced local professionals and carefully planned routes, 12Leo Safaris cannot guarantee sightings of specific animals, behaviors, migration events, or particular wildlife experiences.

Wild animals are free-ranging and their location and behavior may change from day to day.

Travelers are expected to follow the instructions of their safari guide and applicable park and conservation regulations.

14. Kilimanjaro and Mountain Activities

Kilimanjaro climbing involves physical activity, altitude, changing weather, uneven terrain, and inherent risks.

Travelers participating in mountain activities are responsible for honestly communicating relevant fitness, medical, or physical limitations to the appropriate travel or medical professionals.

Climbing schedules and routes may be adjusted when necessary because of weather, safety, altitude-related concerns, park regulations, or other circumstances.

No guarantee can be made that every traveler will reach the summit.

Safety decisions made by guides or relevant authorities should be respected.

15. Travel Documents and Entry Requirements

Travelers are responsible for ensuring that they have the required travel documents for their journey.

Depending on nationality and circumstances, these may include:

- Passport
- Visa
- Entry permits
- Travel insurance
- Vaccination documentation where applicable
- Airline or transportation documents
- Other legally required documents

Travelers should verify current entry requirements with the relevant official authorities before travel.

12Leo Safaris may provide general travel information but cannot guarantee that entry requirements will remain unchanged.

16. Health and Travel Insurance

Travelers are responsible for obtaining appropriate travel insurance for their journey.

Depending on the nature of the trip, travelers should consider coverage for:

- Medical treatment
- Emergency evacuation
- Trip cancellation
- Trip interruption
- Lost or delayed baggage
- Travel delays
- Other relevant travel risks

Travelers should seek professional medical advice regarding their individual health and fitness before participating in demanding activities such as Kilimanjaro climbing.

17. Traveler Responsibilities

Travelers agree to:

- Provide accurate information during the booking process
- Ensure that their travel documents are valid
- Follow applicable laws and regulations
- Follow reasonable instructions from guides and travel professionals
- Respect wildlife and protected areas
- Respect local communities and cultures
- Follow accommodation and transportation rules
- Behave responsibly toward other travelers and staff

Travelers may be responsible for additional costs resulting from inaccurate information, inappropriate conduct, missed transportation, or failure to comply with agreed travel arrangements.

18. Third-Party Providers

Some services may be provided by independent third parties, including accommodation providers, airlines, transportation companies, activity operators, and other suppliers.

Those providers may operate under their own terms and conditions.

Where a service is supplied by a third party, we will make reasonable efforts to coordinate the service but cannot control every aspect of the third party's operation.

19. Force Majeure

12Leo Safaris will not be responsible for failure or delay in performing obligations where the circumstances result from events beyond our reasonable control.

Such events may include:

- Natural disasters
- Severe weather
- Government restrictions
- War or civil unrest
- Epidemics or pandemics
- Strikes
- Transportation disruptions
- Infrastructure failures
- Security incidents
- Changes in laws or regulations
- Other extraordinary circumstances

Where possible, we will work with travelers to identify reasonable alternatives.

20. Website Content

We make reasonable efforts to keep information on our website accurate and useful.

However, travel information may change due to:

- Government regulations
- Park rules
- Seasonal conditions
- Accommodation availability
- Supplier changes
- Transportation schedules
- Pricing changes
- Other operational circumstances

Website content is provided for general informational purposes and should not be treated as a guarantee that a specific service, price, facility, or travel condition will remain available.

21. Intellectual Property

Unless otherwise stated, content published on the 12Leo Safaris website, including text, photographs, graphics, logos, branding, layouts, and other original materials, belongs to or is used lawfully by 12Leo Safaris.

You may view and use the website for personal, non-commercial purposes.

You may not reproduce, redistribute, modify, sell, or commercially exploit our website content without prior written permission.

22. Privacy

Your use of our website and submission of personal information are also governed by our Privacy Policy.

Our Privacy Policy explains how we collect, use, store, and protect personal information.

Privacy Policy →

23. External Links

Our website may contain links to external websites operated by third parties.

These links may be provided for convenience or additional information.

12Leo Safaris does not control and is not responsible for the content, availability, security, or privacy practices of external websites.

24. Limitation of Liability

To the extent permitted by applicable law, 12Leo Safaris will not be responsible for losses arising from circumstances outside our reasonable control or from the acts, omissions, delays, or failures of independent third-party service providers.

Nothing in these Terms & Conditions is intended to exclude or limit liability where such exclusion or limitation is prohibited by applicable law.

Travelers should maintain appropriate travel insurance to protect themselves against risks associated with travel.

25. Governing Law

These Terms & Conditions shall be interpreted and governed in accordance with the applicable laws of the United Republic of Tanzania, unless applicable law requires otherwise.

Any dispute relating to these Terms & Conditions or services provided by 12Leo Safaris will be handled in accordance with applicable Tanzanian law and the appropriate legal jurisdiction.

26. Changes to These Terms

12Leo Safaris may update these Terms & Conditions from time to time to reflect changes to our services, website, business practices, or applicable legal requirements.

The updated version will be published on this page with a revised **Last Updated** date.

You should review these Terms & Conditions periodically.

27. Contact Us

If you have questions about these Terms & Conditions, your itinerary, booking, or travel arrangements, please contact 12Leo Safaris through the contact information provided on our website.

12Leo Safaris

Website: <https://12leosafaris.com/>

Contact: <https://12leosafaris.com/contact/>

28. Final Note

Travel is an experience built on preparation, communication, and trust.

Our goal is to make the planning process clear and straightforward while creating journeys that allow you to experience Tanzania with confidence.

By working with 12Leo Safaris, you agree to communicate honestly, respect the destination and its people, and work with us to create a safe and memorable journey.

Thank you for choosing 12Leo Safaris.