

Feel Africa – Terms & Conditions

1. Introduction

Feel Africa operates as a **booking and coordination agent**, connecting clients with third-party service providers, including hotels, lodges, transportation companies, tour operators, guides, and activity providers across Zanzibar and mainland Tanzania.

By booking through Feel Africa, you agree to the terms outlined below.

2. Role as an Agent

Feel Africa **does not operate accommodation facilities or tours directly**. We act solely as an intermediary between you (the client) and the service providers involved in your trip. Our role is to assist you in finding, organizing, and booking experiences based on your preferences.

All reservations are made in good faith on behalf of the client. However, Feel Africa **cannot be held liable** for the performance, quality, or delivery of services provided by third-party suppliers.

3. Responsibility and Liability

Feel Africa does **not accept any responsibility or liability** for:

- Errors, omissions, service interruptions, or negligence by accommodation providers or tour operators
- Changes to itinerary, delays, loss, injury, damage, or expenses caused by third-party service providers
- Circumstances beyond our control, such as weather conditions, strikes, border closures, political unrest, flight cancellations, or health-related events

All services are subject to the terms and conditions of the individual service providers.

4. Payments & Cancellations

Specific payment and cancellation policies vary depending on the service provider. Feel Africa will communicate these policies at the time of booking. By confirming your booking, you agree to those terms.

In the event of a cancellation or modification initiated by a provider, Feel Africa will assist in negotiating alternatives, but **cannot guarantee refunds or compensation** unless provided by the third-party supplier.

5. Travel Documents and Insurance

Clients are responsible for ensuring they have valid travel documents (passport, visa, permits, etc.) for all destinations.

We **strongly recommend** that all travelers purchase comprehensive **travel insurance**, including coverage for medical emergencies, trip cancellations, and lost or damaged property.

6. Complaints

Any complaints regarding the services provided must be addressed **directly with the service provider** during the course of your trip. Feel Africa will do its best to support a resolution but cannot assume responsibility for third-party issues.

7. Acceptance of Terms

By booking with Feel Africa, you acknowledge and accept that we are **not the operator** of the services provided, and agree to the limitations of liability outlined in these Terms & Conditions.