

TRAVELERS BOOKING CONDITIONS

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TANALA ADVENTURES — MADAGASCAR wants you to enjoy your holiday in Madagascar with complete success.

Please take the time to read and understand the conditions of booking set out below prior to booking a trip.

The booking conditions below detail the responsibilities that were agreed upon between us the tour provider to you as a travelers make and we accept your booking. You must sign and accept our terms and conditions with the final invoice when you make the deposit

Advertised price are valid till the end of December 2024.

Terms and Conditions can change with prevailing conditions and circumstances

ARTICLE I CONFIRMING YOUR BOOKING

All bookings must include the following passenger or group information

- Full name and surname
- Nationality
- Passport number or identity number
- Date of birth
- Gender
- Dietary restrictions (allergies, intolerance to certain products , vegan , vegetarians, etc) if any. The consequences on the physical or medical condition of the passenger of omitting this information is the sole responsibility of the passenger.
- Airline booking code in the event that the passenger has made the booking themselves or through another external company.
- Passport or ID number for all travelers is **MANDATORY** in order to issue a tour invoice

The person named in the booking form as clients are acting on behalf of themselves and each person named as an additional client on this form.
The person signing the booking form warrants that each additional client is fully aware of these booking conditions.
The Lead guest warrants that he/she is authorized by the additional clients including clients under 18 years of age, the parent or legal guardian.

No additions or changes may be made to the booking conditions except in letter provided and signed by LIANTSOA MIARIMANANA RABESETRA or Tanala Adventure Legal representative.

Per the tour agreement, a deposit of 40 % of the final trip cost must be paid as indicated in the tour invoice, the 60 % as a balance must be paid 30 days before the tour departure date or upon arrival in Antananarivo or before the beginning of services, at our office.

For last minute booking (less than 15 days before the tour departure date) , full amount indicated in the tour invoice must be paid via bank or at our office in Antananarivo .

Deposit must be paid by bank transfer or directed payment method by Western Union , per exception we can accept cash but it depends on the case

The client is responsible for all deposit transfer fees.

Upon receiving the deposit Tanala Adventures will issue you with an email as a booking confirmation which includes final itinerary and confirmed hotel list.
Reservations will be completed upon the completion of a signed tour agreement.

Failure of the deposit payment within good time will result in the automatic cancellation of your tour booking

Failure to pay the balance will result in your reservation being canceled and your deposit forfeited.

ARTICLE 2 PRICES

Finale tour prices will be provided on the finale tour

All quote (price) are in USD , EURO or local currency Ariary indicated in the invoice based on our local national bank daily rates on the date of tour confirmation.

Tour prices are not fixed and depends on the season (low – December – April and high season – May – November) , type of hotel (upper range– midrange – budget), transportation (only road trip means only car, mixed by car, boat and plane or only by plane), activities (River trip , long trekking) , destination (paved road or secondary, in the mainland or in an island), gasoline prices and currency exchange rates, the duration of your stay and the number of people in your group.

Tanala Adventures reserves the right to increase the tour cost to take into account of the following items: Government action, Currency fluctuations, transportation costs (including the cost of fuel), food increases, airport charges and increase in scheduled air fares or any other increase that is beyond our control. Should any price increase, Tanala Adventures will absorb the price increase only if the price increase is less than 4% of the total package price. If the increase is more than 4%, the client will be surcharged 100% of the difference with the original price.

ARTICLE 3 INSURANCE

Tanala Adventures — Madagascar strongly recommends having a Travel Insurance to all our travelers.

Your travel insurance must provide cover against personal accident, death, medical expenses and emergency repatriation with a recommended minimum coverage of US\$ 100,000 for each of the heads of cover.

We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects.

Tanala Adventures clients are required to take out travel insurance covering the medical expenses and repatriation of all client in case of emergency.

Tanala Adventures will only take responsibility for insurance and any costs associated with in-country ground transportation.

The ground transportation insurance policy works according to the Malagasy government law.

You must provide proof of your travel insurance 30 days before trip departure on the finale tour payment.

Special Note

In case you do not consider necessary or do not need travel insurance; you must sign an affidavit stating that you do not need travel insurance and you will be responsible if any inconvenience happen with you during the trip.

ARTICLE 4 CANCELLATION

Cancellations of confirmed bookings by the client(s) due to personal circumstances after signing the Tour Agreement.

All requests of cancellation must be sent to Tanala Adventures in writing, scanned and send by email the General Manager Team : contact.tanaladventures@gmail.com and admin@madagascar-adventures.com

\$ 180 per person from the tour deposit of the deposit is not refundable as a standard cancellation fee.

We will assist whenever possible, negotiations with suppliers to waive or minimize these charges to you.

Cancellations received 91 days before start 90 % of any deposit payment will be reimbursed. (Excluding , our standard cancellation fee , bank fee and where we are obliged to pay a non-refundable deposit to a supplier)

Cancellations received 61 days before start 60 % of any deposit payment will be reimbursed (Excluding , our standard cancellation fee , bank fee and where we are obliged to pay a non-refundable deposit to a supplier)

Cancellations received 31 days before start 30 % of any deposit payment will be reimbursed (Excluding , our standard cancellation fee , bank fee and where we are obliged to pay a non-refundable deposit to a supplier)

Cancellations received 16 days before start 10 % of any deposit payment will be reimbursed(Excluding , our standard cancellation fee , bank fee and where we are obliged to pay a non-refundable deposit to a supplier)

***Upon cancellation, any remaining balance associated with this tour will be directly deposited into your bank account or direct transfer, bank and direct transfer fees will be deducted from the remaining balance.

Tours that are canceled after the start of the tour or ended before the completion of the tour due to the client's personal circumstances are not refundable.

For group bookings, if one or more client(s) cancels a tour and the remaining client(s) want to continue with the tour, the price will be adapted for the remaining client(s) and those who have canceled are responsible for paying for the above-written cancellation fee(s).

Tanala Adventures is not obligated to complete the tour in case the remaining client(s) who wish to proceed with the tour don't agree with the new tour price

Special Notes

1. Payments or deposit for flights bookings on a non-refundable ticket is non-refundable due to airlines.
2. In case of postponing the trip, an administration fee of \$ 180 per person of the trip price will be charged plus the amount already spent on non-refundable subcontracted services.
3. No refund will be made if you voluntary leave a trip for any reason after the trip has begun. Refunds will be at the discretion of Tanala Adventures if you are involuntary forced to leave a trip for any reason. No refunds will be made for any accommodation, transport, sightseeing, meals or services no utilized.
4. It is strongly recommended that full insurance is taken out, which includes cover, under certain circumstances, against the loss of deposit or cancellation charges.

ARTICLE 5 RESPONSIBILITY, AND LIABILITY

The Team of Tanala Adventures will conduct every tour as agreed on tour agreement with the client(s) on the booking.

Any concerns or complaints that may arise during the tour should be communicated to Tanala Adventures client services immediately via our 24/7 hotline, +26134697961 or on contact.tanaladventures@gmail.com / admin@madagascar-adventures.com

Tanala Adventures cannot be held responsible for cancellations in case of unrest, war, or natural disasters.

Tanala Adventures is not responsible for cancellations made by third parties such as hotels , airlines or other transport companies .

Tanala Adventures ensures the inspection and booking of safe and well-insured cars and the safeguard of our clients and their personal belongings during the tour.

Tanala Adventures cannot be held responsible for any loss or harm of personal goods, consequences of sickness, accidents or calamities. Client(s) are responsible for all extra costs resulting from the above-mentioned situations.

Tanala Adventures will use its best efforts to assist as an agent and advocate for our clients in dealing with third parties and in cases of need such as theft, sickness, injuries, or other emergencies.

All claims are subject to the jurisdiction of the court of Antananarivo.

ARTICLE 6 NATURAL DISASTERS AND OTHER UNFORESEEN SITUATIONS POLICY (FORCE MAJEURE)

Force Majeure means those circumstances where the performance of our contract with you is prevented or affected by reasons of war, threat of war, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, government actions and all similar events beyond our control. In these circumstances, Tanala Adventures shall not be liable for any compensation or otherwise responsible for any expenses or losses the client might incur.

Madagascar is a country subject to tropical weather which changes rapidly and sometimes without notice.

Natural disasters and other unforeseen situations related to weather changes are possible at any time during the tour.

Given the case that the customer is already in the country when these unforeseen situations occur, Tanala Adventures will not be responsible for extra days the customer may have to stay in the country due to a natural disaster or any unforeseen situation caused by weather.

Tanala Adventures is not responsible for flight delays, reschedules, or expenses these unforeseen situations may generate.

Tours scheduled before the occurrence of bad weather, natural disasters, or other unforeseen situations are allowed to be rescheduled at no extra charge to the client(s).

ARTICLE 7 FLEXIBILITY

The traveler appreciates and acknowledges that the nature of this type of travel requires considerable flexibility and should allow for alternatives.

The outlined itinerary given for each tour must therefore be taken as an indication only of what each group may accomplish and not as a contractual obligation on the part of the company. It is understood that the route, schedules, itineraries, amenities, and mode of transport may be subject to alteration without prior notice due to local circumstances or events, which may include sickness or mechanical breakdown, flight cancellations, strikes, events emanating from political disputes, climate, and other unpredictable or unforeseeable circumstances.

We also consider flexibility in all possible circumstances to satisfy traveler's interest by welcoming any request from clients during the tour.

ARTICLE 8 TRAVELERS RESPONSIBILITY

Clients agree to accept the authority and decisions of Tanala Adventures Team on tour with Tanala Adventures Madagascar . If in the opinion of such persons the health or conduct of a client at any time before or after departure appears likely to endanger the safety, comfort or happy progress of a tour, then the client may be excluded from all or part of the tour.

In the case of ill health, Tanala Adventures Madagascar may make arrangements, as it seems fit and recover the costs thereof from the client. If a client commits an illegal act, he/she may be excluded from the tour and Tanala Adventures Madagascar shall cease to have responsibility to/for them. If you are affected by a condition, medical or otherwise, that might affect other peoples' enjoyment or active participation of the tour, you must advise us at the time of booking.

No refund will be given for any unused services. Clients must be in possession of Passport to show in the control places where they will visit, and are responsible for arranging a valid passport, visa if applicable and any vaccination certificates required for the whole of their journey. Information about these matters or related items (climate, clothing, baggage, etc.) is given in good faith but Tanala Adventures Madagascar cannot be held responsible for any of this information.

ARTICLE 9 FINANCIAL SECURITY

Tanala Adventures is a licensed tour company in Madagascar by the Ministry of Tourism (MinTour) requires full indemnity insurance and full bonding to comply with all laws regarding the international travel business.

Our company identification details .

Ministry of tourism license N°006-MINTOUR/SG/DG/DAIT/SAT-EDBM.22

Tax Identification N°79905 33 2023 0 00138

Company Static N°6 0177 59 283

Please follow the link below to see our company profile on the Madagascar Ministry of Tourism official website.

<https://annuaire.tourisme.gov.mg/entreprise-de-voyages-et-de-prestations-touristiques/tanala-adventures-madagascar>

We do not own any vehicles, lodges, hotels, restaurants, etc. Instead, we carefully select our suppliers in all around the island and facilities with whom we want to work, and on whom we can rely, based on our 12 years of experience

Please check on our official website “ [Why travel us ?](#)“

Thank You for Choosing Us!!!

I have taken ample time to read the Booking Terms and Conditions.

I have fully understood all the clauses and I provide my complete consent to all of them.

Please sign bellow with your full name



Print TANALA ADVENTURES BOOKING CONDITIONS