



By booking a flight you confirm that you agree to these Terms and Conditions

General Conditions of Carriage and Terms of Business:

Closed Season Some flights may be suspended during the months of April and May please contact us for further information.

Check-in The Check-in counter closes 30 minutes before the flight shown on the flight coupon or e-ticket voucher but the flight departure and check-in time maybe updated by the Flight Dispatch Office at anytime prior to departure. Safari Air link reserves the right to re-allocate seats if they are not claimed 15 minutes before the departure time and Safari Air Link bears no responsibility for the direct or indirect costs resulting from passengers missing a flight due to non-compliance, for whatever reason, with the above Check in times. Passengers are considered NO SHOW after the Check In Counter is closed and or the aircraft has departed. Seat reservation must be accompanied by payment in full. To ensure on-time departure you must plan to arrive at the airport and report to the check-in counter in good time before the departure time. Flights cannot be held for passengers arriving late and no responsibility can be accepted in such cases. It is therefore in the interest of the passenger to reconfirm with the Flight Dispatch Office 72 hours ahead of departure and to plan to be at the airport early enough to ensure check-in with sufficient time. During Check-in passengers will be required to prove their identity by passport or other identity document containing a photograph.

E-Tickets Paper tickets are not required but Passengers must quote their reference number at check in and the reference number must match the Passenger ID prior to boarding. Tickets issued for carriage on Safari Air Link flights are strictly applicable to the carriage of the ticketed person and are not transferable to another person unless, in exceptional circumstances, the senior management of Safari Air Link have so agreed in writing or by e-mail.

All flights are subject to availability at the time of booking. Rates are per seat on one way basis (unless stated otherwise) and require a minimum of 2 passengers for the flight to operate. This requirement also applies for each landing on the route. Except with "**Inducement flights**" where 2 passengers may not be deemed sufficient traffic to make the flight possible either further passengers must be booked or the additional costs covered to justify the flight. All 'Set Departure' and 'On Request' flights will be temporarily re-categorized as 'Inducement flights' during the low season between 31st March and 31st May. At its sole discretion Safari Air Link may impose a requirement for a minimum number of passengers to be booked to a particular destination before operating that particular flight.

Bookings with fewer passengers than the minimum number will have to purchase additional seats to reach the inducement threshold, should there be no others currently booked for that landing.

If the minimum number is met by the time of the flight, a refund will be allowed.

Min 2/4 pax There may be other passengers on the aircraft, please note that they are not necessarily relevant to the minimum number calculation.

Minimum numbers are calculated by passengers boarding and disembarking per landing, not the number of passengers per aircraft. SAL reserves the right to carry company members who will not count as passengers in this policy on the grounds that they are only given seats on flights booked by paying passengers.

Example:

2 passengers had to pay for 4 seats to fly from Tarangire to Ruaha due to this being an inducement minimum of 4 seats.

The plane lands to pick them up at Tarangire, they are only passengers boarding the plane, there are 6 other passengers already onboard, and none are disembarking. The minimum number has not been met.

Should 2 or more passengers board with them, the minimum number is met and a refund of additional seats is allowed.

Should 2 or more passengers disembark at Tarangire, the minimum number would have been met and a refund of 2 seats allowed. ■

Reconfirmation of Departure & Arrival Information Please reconfirm your flight with the Flight Dispatch Office at least 72 hours before the departure of your flight. Failure to reconfirm will result in the cancellation of your reservation. Precise timings and routes may vary. The times advertised in the above price list are estimated times of departure and arrival and are therefore approximate and not guaranteed. Unless the Flight Dispatch Office informs you of a change in departure and arrival times at reconfirmation please adhere to the times stated on your flight coupon or e-ticket voucher. Safari Air link is not responsible for any direct or consequential costs resulting from any delays to its services.

Communications and Control	Pilots are very experienced and are in two way communication with Air Traffic Control and the Safari Air Link Flight Office. The Captain maintains absolute command at all times and has the complete authority to refuse to fly any passenger for any reason deemed to put the safety of the flight at risk.
Luggage Allowance	For safety reasons, Safari Air link operates with a strict baggage allowance of 15kgs maximum per passenger Total (including hand luggage) on all our flights. Clients must be aware that this will be strictly enforced by pilots for safety reasons. We urge you to remind your clients/agents of this limitation to avoid disappointing passengers at the airstrip. Luggage should be packed in Soft bags (soft duffel type bags are ideal) rather than rigid suitcases. Baggage ideally needs to fit within a 70 x 25cm baggage pod. No hard shell or suitcases are allowed on Safari Air Link flights.
Excess Baggage	Where excess luggage or photographic equipment is essential on the journey please request a quote per kg and book this well in advance of departure so that we can make contingency plans to handle the load. When excess luggage is carried it will be charged at the prevailing freight rate. The carriage of excess baggage is at the sole discretion of Safari Air link and will be determined after taking into consideration the number of passengers booked, the aircraft dispatched, airstrip altitude, and the fuel requirements determined by the distance to be travelled. The Captain is in sole command at all times and to stick to the strict safety guidelines will leave unplanned excess behind.
Animals	Most of Safari Air Link routes are to/from National Parks and Game Reserves where domestic animals are prohibited. However where the carriage of such animals is permitted the carriage of animals is at the sole discretion of Safari Air Link and the Captain in command of the flight and subject to Safari Air Link receiving adequate notice and the animal travelling in a proper airline-approved container.
CAA Requirements	The Tanzania Civil Aviation Authority regulations require that we submit passport details, passenger weights, and nationality for all passengers travelling on private & shared charters. This is important information to ensure the safety of all flights.
Multiple Aircraft	In order to balance the passenger and luggage loads we may be required to deploy more than one aircraft and consequently there maybe occasions groups and their luggage may be split up. We would be grateful if you could inform your passengers of this eventuality to prevent awkward situations at the airstrip.
Prices	All prices are subject to change without prior notice in the case of unforeseen events. Prices are Gross in US Dollars and are quoted one way. US Dollar fares maybe converted to the Tanzania Shilling equivalent using the rate of exchange prevailing at the time of purchase of the tickets.
Notice of Government Imposed Taxes & Fees	Notice of Government Imposed Taxes and Fees: The price of a ticket may include taxes and fees (such as Landing fees & VAT), which are imposed on air transportation by government authorities. These taxes and fees, which may represent a significant portion of the cost of air travel, are either included in the fare, or shown separately below. You will be required to pay taxes or fees not already collected. These taxes and fees included and excluded in the ticket fare often change without notice in which case the difference will need to be paid by the passenger at departure.
Prices Exclude:	
Departure Tax	Airport Service Charge or Departure tax (currently \$10pp for domestic flights and varies for international flights but both are subject to change) is levied from Government airstrips, is not included in the advertised rates, and is payable on departure.
Aviation Safety Fee	Aviation Safety Fee (currently \$US5 per person for Domestic flights and varies for International Flights) is levied from Government airstrips, is not included in the advertised rates, and is payable upon departure.
Cargo and Excess Baggage	Cargo and Excess Baggage where it exceeds the passenger allowance of 15kgs. Please request a quote.
Fuel Surcharge	Safari Air Link reserves the right to impose a Fuel Surcharge according to fluctuating fuel prices. Such fuel surcharges are excluded in the above advertized prices.
No Smoking	Smoking is not permitted on any of the flights.
Cancellations	Cancellations within 14 days of the flight will be treated as no-shows and charged in full.

Limitation of Liability:

Conditions of Carriage	<p>The conditions of carriage under air tickets relating to the limits of liability of the carrier for death or personal injury and in respect of loss of or damage to baggage are subject to the provisions of Warsaw Conventions. Any exclusion or limitation of liability of carrier listed below shall apply to and be for the benefit of agents, servants, and representatives of the carrier and any other person whose aircrafts are used by the carrier for carriage and its agents, servants and representatives.</p>
Freight & Baggage	<p>Freight is carried strictly on a capacity and space availability basis. Safari Air link does not accept any liability for any direct or consequential cost arising from any delays in the carriage due to any reasons whatsoever. In the event of the freight being lost or damaged during carriage then Safari Air link's liability is limited to a maximum of \$5 per Kg. All claims for such events must be made in writing within 7 days of their occurrence. Safari Air link or its partners assume no liability for fragile, valuable or perishable articles. Liability for loss, delay, or damage to baggage is limited unless a higher value is declared in advance and additional charges are paid to insure against this loss.</p>
Flight Routing	<p>Due to the remote airstrips Safari Air Link specializes in, the routes and stops will vary and therefore flights are not guaranteed to be direct to your destination as there may be a need to collect or drop off other passengers. Safari Air link or its partners undertakes to use it's best efforts to carry passengers and their baggage with reasonable dispatch but no particular time is fixed for the commencement or completion of carriage. Times shown in the price list, timetable, brochures, and indicated on the E-tickets or elsewhere are approximate and not guaranteed and form no part of this contract. Subject thereto, Safari Air Link may without prior notice substitute alternate Safari Air link or other carrier aircraft, and may alter or omit the stopping place previously agreed upon. The times advertised are estimated times of departure and arrival and are therefore approximate and not guaranteed and subject to change without notice. Safari Air link is not responsible for any direct or consequential costs resulting from any delays to its services. Safari Air Link reserves the right to use single or twin engine aircraft on any route.</p>
Carrier Liability	<p>The liability of Fly Safari Air Link in respect of carriage of passengers here under is subject to the rules and limitations relating to liability established by Montreal Convention and to the Tanzania Civil Aviation Carriage by air regulations 2008.</p> <p>No Liability whatsoever is accepted towards passengers or hirers, their dependents or any other persons in respect of death, injury, sickness, damage or loss, whether sustained on board the aircraft, in course of any of the operations of flight, embarking, disembarking or otherwise. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants, and representatives of the carrier and any other person whose aircraft is used by the Safari Air Link for carriage and its agents, servants and representatives. Safari Air Link provides the service with small general aviation planes, therefore some restrictions caused by the size and type of aircraft may apply. In particular we point out that bags always remain under the control of the customer who remains responsible for them and must not lose sight of them. All claims for any event must be received in writing by Safari Air Link within 7 days from its occurrence. In the case of a dispute the Court of Law to settle the issue is in The United Republic of Tanzania.</p>
Aircraft Restrictions	<p>Safari Air link provides the service with small general-aviation planes and therefore some restrictions caused by the size and type of aircraft may apply. We re-iterate the 15kgs weight limit for all luggage per passenger and in particular point out that bags are tagged and maintained by the airline like in large airlines. They remain always under the control of the customer who must not loose sight of them.</p>
Aircraft Type	<p>Safari Air link reserves the right to use single or twin engine aircraft on any route. Safari Air Link shared and private charters are operated by various types of aircraft including but not limited to C208, C210, C206.</p>
Flight Cancellations	<p>Flights may be changed or cancelled without reasonable prior notice. Safari Air Link is not responsible and will not take responsibility for any direct or consequential costs resulting from any delays to its services and or missed connections with other air transport providers/Airlines.</p>
Flight Diversion	<p>If, for safety reasons, an aircraft is unable to land at an airstrip (for example due to poor weather or runway condition), Safari Air link reserves the right to divert and fly the passengers to the nearest airstrip. Safari Air Link are not liable for any costs incurred to the passenger in these circumstances.</p>
Partners	<p>An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.</p>
Price changes	<p>Any exclusion or limitation of liability of Safari Air Link or its partners shall apply to and be for the benefit of agents, servants and representatives of Safari Air Link or its partners for carriage and its agents, servants, and representatives.</p> <p>Tariffs are subject to change without prior notice.</p>
Validity	<p>A Safari Air Link ticket is good for carriage for one year from the date of issue, except as otherwise provided in the ticket, in Safari Air Link, or its partner's tariffs', condition of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Safari Air Link or its partners may refuse transportation if the applicable fare has not been paid.</p>

Connecting flights	The Carrier does not take responsibility for delays and missed connection with other transporters, however, in those events where travellers need to catch a connection, we strongly recommend agents to specifically inform the carrier and efforts will be made to assist the passengers in making the connection on time. Such requests will be undertaken only if made in writing. Since Safari Air Link can not accept liability for any missed connections we recommend the clients must ensure their Travel Insurance covers this liability for such an eventuality.
Payment	Booking a flight without completing the purchase does not constitute a booking and/or shall not give rise to any agreement between Safari Air link and passengers or their agents and consequently Safari Air link can not be held liable if the booking is no longer available when the purchase is later completed.
Flight Cancellations	Safari Air link reserves the right to refuse to accept and/or execute a booking without giving any reasons therefore. Safari Air Link also reserves the right to cancel bookings in whole or in part at Safari Air Link's sole and absolute discretion in which case Safari Air Link shall only be liable to refund monies already paid by the user for the unfulfilled booking.
Travel Requirements	No agent, servant or representative of Safari Air Link or its partners has authority to alter, modify, or waive any provision of this contract. Passengers shall comply with Government travel requirements, present exit, entry and other required documents and arrive at the airport prior to the check-in time set by Safari Air Link or and if no time is fixed early enough to complete the departure procedures.
Regulations	Safari Air link or its partners reserve the right to refuse carriage to any person who has acquired a ticket in violation of applicable law or Safari Air Link or its Partner's tariffs, rules or regulations. Safari Air Link reserves the right to deny carriage to any person or offload him/her at any airport or airstrip if in their sole discretion it is considered that a) carrying the passenger might endanger the safety of the aircraft, crew or other passengers; b) The passenger is drunk or under the influence of alcohol or drugs; c) The passenger's mental or physical state is a danger or risk to the aircraft, crew or other passengers; d) The passenger has refused to comply with instructions related to safety or security from the crew or other authorised persons; e) The passenger has made any threat related to the safety of the aircraft. No agent, servant or representative of Safari Air Link has the authority to alter, modify or waive any of these Conditions of Carriage.
Applicable and Governing Law	All air carriage in respect of carriage of passengers is subject to the rules and limitations relating to liability established by either the Warsaw Convention as applied to Tanzania and by the complete Terms and Conditions on flysal.com or the conditions of carriage relating to the limits of liability of the carrier for death or personal injury and in respect of loss of or damage to baggage are subject to the provisions of the Montreal Convention 1999 and to the Tanzania Civil Aviation Carriage by air regulations 2008. Safari Air link is controlled and operated from the Republic of Tanzania, and thus the Tanzanian law governs these terms and conditions. Any Claim or dispute arising hereunder shall be determined by the Tanzanian courts to the exclusion of the courts of any other country.