

Conditions Générales de vente



Welcome to Ummah Safari.

Our terms and conditions govern the booking and purchase of our holidays in Tanzania. They aim to ensure a balanced, transparent relationship between you (the customer) and us (Ummah Safari) that complies with Islamic ethics.

1. Object

These terms and conditions define the rights and obligations of the parties in connection with the sale of trips and holidays organised by Ummah Safari. Ummah Safari is a travel agency specialising in halal travel in Tanzania. It offers the organisation, sale and customisation of trips that respect Muslim values.

2. Booking and payment

- The booking becomes effective after signing the contract and paying a deposit (not a down payment).
- The deposit is refundable in the event of cancellation, except for costs actually incurred and justified by our service providers (e.g. hotels, transport, guides).
- The customer may also choose to pay for the entire trip at the time of booking. In this case, no refund will be made in the event of cancellation, unless otherwise agreed.
- Ummah Safari offers payment in instalments. Additional fees may apply and will be clearly indicated before the booking is confirmed.

3. Cancellation and modification by the customer

- In the event of cancellation, Ummah Safari undertakes to refund the advance payment, after deduction of any costs actually incurred.
- The customer may transfer their trip to another person, provided that Ummah Safari is notified at least 15 days before departure. An administration fee may be charged.
- As airline tickets are non-transferable, they cannot be transferred.

4. Cancellation or modification by Ummah Safari

- In the event of force majeure (natural disaster, security situation, etc.), Ummah Safari may cancel or postpone the trip.
- In this case, the customer will be fully reimbursed for the amounts paid.

5. Prices and revisions

- The prices indicated are fixed and final upon signing the contract.
- No increases may be applied after validation, unless the customer expressly requests to add or modify services.

6. Services included and not included

Ummah Safari holidays include:

- Organised and guided safaris,
- Accommodation in selected establishments,
- Halal-compliant catering,
- Transfers mentioned in the programme.

Not included (unless otherwise stated):

- International flights,
- Visas and administrative formalities,
- Travel insurance,
- Compulsory vaccinations,
- Tips and personal expenses.

7. Insurance

-Ummah Safari strongly recommends that customers take out travel insurance covering cancellation, assistance and repatriation.

-Failing this, Ummah Safari cannot be held responsible for the consequences of incidents or accidents that are not covered.

8. Responsibilities

- Ummah Safari acts as an intermediary between the customer and service providers (hotels, transport companies, guides, etc.).
- We make every effort to ensure that the trip runs smoothly, but cannot be held responsible for delays, losses, thefts or incidents beyond our control. The customer undertakes to behave in a manner that respects the law, local customs and Islamic values (dress code, abstinence from alcohol, etc.).

9. Administrative and health formalities

- Each customer is responsible for ensuring that their travel documents (passport, visa) are valid.
- Certain vaccinations may be mandatory (e.g. yellow fever). It is the customer's responsibility to obtain information and comply with health requirements.
- Ummah Safari provides the necessary information but cannot be held responsible for non-compliance.

10. Complaints

- Any complaints must be made during the trip or no later than 15 days after returning, by post or email.
- Ummah Safari undertakes to respond within a reasonable time frame and to seek an amicable solution.

11. Protection of personal data

- Ummah Safari only collects data necessary for organising the trip.
- This data may be shared with the service providers involved (hotels, guides, transport companies) but will never be transferred to third parties for commercial purposes.
- In accordance with the GDPR (where applicable), customers have the right to access, rectify and delete their data.

12. Intellectual property and communication

- The content (text, photos, videos) created by Ummah Safari is protected by copyright.
- Its reproduction or use is prohibited without prior authorisation.
- The customer may be asked to authorise the use of group photos taken during the trip for communication purposes.

13. Applicable law and dispute resolution

- The contract is subject to [specify according to your registered office: Tanzanian / French / other] law.
- In the event of a dispute, the parties undertake to seek an amicable solution before resorting to legal action.