Refund Policy

Art in Tanzania · Effective May 2026

This policy sets out the terms under which Art in Tanzania ("AIT") processes payments, handles cancellations, and issues refunds. We encourage all participants to read this policy carefully before making a booking and to obtain appropriate travel insurance.

1. PAYMENTS & BOOKING DEPOSIT

A booking is confirmed between the participant and Art in Tanzania once a deposit has been received. The standard deposit is EUR 250, which increases where the programme includes safaris or tours to cover advance lodge and accommodation costs.

Key payment terms:

- The deposit is non-refundable in all circumstances.
- The remaining balance must be paid in full at least 10 weeks (70 days) before the programme start date, unless otherwise agreed in writing.
- Payments for safari and tour components may be required earlier, as AIT commits to third-party suppliers in advance.

2. CANCELLATION & REFUNDS

Art in Tanzania's refund policy reflects the non-refundable costs we commit to in advance on your behalf — including house rents, lodge and safari fees, and immigration-related charges. These are often paid many months ahead of the programme start date.

Cancellation by the Participant

Please notify us as soon as possible if you need to cancel or reschedule. The following schedule applies:

Cancellation Timing	Refund Outcome	Risk Level
More than 80 days before arrival	Full refund minus the non-refundable deposit	Low
80 days or fewer before arrival	No refund	High
Cancellation after arrival in Tanzania	No refund on any programme fees	High
Programme cancelled by Art in Tanzania	Full refund of all payments made	N/A

Note: Travel insurance is strongly recommended for all participants. Most standard travel insurance policies cover cancellation due to illness, injury, and other force majeure events. AIT is not liable for losses that would ordinarily be covered by travel insurance.

Cancellation by Art in Tanzania

In the unlikely event that AIT cancels a programme, all payments received will be refunded in full. AIT will make every reasonable effort to notify participants promptly and to offer alternative arrangements where possible.

3. PROGRAMME SCHEDULE CHANGES

If a significant change to the programme schedule is required — whether requested by the participant or necessitated by circumstances — an administrative fee of USD 50 applies. Additional costs incurred as a result of the change (e.g. non-refundable accommodation rebooking fees) will also be charged to the participant.

Please inform AIT as early as possible of any need to adjust your schedule so that we can minimise any associated costs.

4. FORCE MAJEURE

Events beyond the reasonable control of either party — including natural disasters, civil unrest, government travel restrictions, pandemics, or other force majeure circumstances — may affect your programme. AIT will work with affected participants in good faith to find suitable alternatives or deferred start dates where operationally possible.

Standard refund terms apply in force majeure situations. Participants are strongly advised to hold travel insurance that includes coverage for such events.

5. PERSONAL BELONGINGS & LUGGAGE

Art in Tanzania accepts no responsibility for lost, stolen, or damaged personal belongings or luggage — whether at the volunteer accommodation, in transit, or elsewhere during the programme.

In the event of theft or loss, AIT staff will assist participants in preparing the documentation required for an insurance claim (e.g. police report, loss statement). Participants are advised to ensure their travel insurance includes adequate personal property cover.

6. VISA RESPONSIBILITY

Each participant is solely responsible for obtaining the correct entry visa and paying the applicable fees before or upon arrival in Tanzania. AIT does not arrange visas on behalf of participants.

- The standard C1/C2 Charity/Volunteer Visa costs USD 50 and can be applied for online at: https://eservices.immigration.go.tz/visa/
- Visa fees are non-refundable and are not included in programme costs unless explicitly stated.
- It is the participant's responsibility to ensure their visa is valid for the full duration of their programme.

7. CONTACT US

If you have any questions about this Refund Policy or your booking, please get in touch:

- Email: info@artintanzania.org
- WhatsApp: +255 767 777 773
- Post: Art in Tanzania (NGO), P.O. Box 23333, Dar es Salaam, Tanzania
- Website: https://www.artintanzania.org/contact

Thank you for choosing to volunteer with Art in Tanzania. We look forward to welcoming you!

Art in Tanzania (NGO) · Umoja Rd, Madale Village, Dar es Salaam, Tanzania