

ZARA TOURS TIPPING POLICY

01 Tips may vary depending on the length and complexity of the trip, the number of staff on the trip and the number of clients on the trip. Generally groups prefer to meet together before the end of the trek to discuss how much they would like to tip each staff member based on their individual trek experience. You will be given an envelope at the Springlands Hotel after your trek for your tip money.

02 Tips should not be dependent on whether you summit or not, but rather whether your guides and porters were professional and had your best interests in mind.

03 If your guides and porters have not met your expectations, please inform our service desk at the Springlands Hotel immediately, and do not feel obligated to give a tip. If you have been pressed for a tip during your trek, please inform our service desk as well, as this is against company policy.

04 You can use US dollars, Euros, TZ Shillings or a combination of these currencies to give tips.

NOTE

Do not pay tips on the mountain nor should you pay for any extra services while you are on the mountain other than for the purpose of refreshments, (regularly available on the Marangu Route). It is also worth bearing in mind that items of clothing and footwear for children or adults, used or new, are also highly valued and may be given as well as money.

You are also welcome to invite your guides back to the Springlands Hotel for drinks and/or dinner (on you) as a thank you in addition to their tip.

How Much Do I Tip My Guides And Porters?

It is customary to tip your mountain crew upon completion of your trip. The decision on how much to tip should not be determined based upon whether or not you reached the summit, but by how well the guides, cooks and porters served you while you were on the mountain. The standard tipping amounts are:

01 Per Chief Guide: **\$20- 25** Per day

02 Per Assistant guide: **\$15- 20** Per day

03 Per Cook **\$10- 15** Per day

04 Per Porter: **\$8-10** Per day

These figures are based on recommendations by the **Mount Kilimanjaro Porters Society**, an independent organization that advocates for the fair treatment of porters and is responsible for most of the improved working conditions of those who work on Mount Kilimanjaro.

Each client should expect to tip between US\$ 250 – US\$ 350 for the entire climb

For all Kilimanjaro routes except Marangu you will have:

1 climber: 1 guide, 3 porters, 1 cook

2 climbers: 1 guide, 6 porters, 1 extra assistance guide, 1 cook

3 climbers: 1 guide, 9 porters, 1 extra assistance guide, 1 cook

4 climbers: 2 guides, 9 porters, 1 extra assistance guide, 1 cook, 1 waiter

For Marangu you will have:

1 climber: 1 guide, 2 porters, 1 cook

2 Climbers: 1 guide 4 porters, 1 cook.

3 climbers: 1 guide, 6 porters, 1 extra assistance guide, 1 cook.

For groups more than 8:

For every 8 climbers: 1 extra assistant guide

For every 3 climbers: 1 waiter 2 porters per climber

•If you have booked your climb through an agent that gave you different information, please tip according to the agent's information.

•To avoid confusion, on the first day of your climb, please confirm with your guide the correct total number of staff that you or your group have. Don't pay tips to any other persons.

•When you do the tipping at Springlands Hotel, please make sure the guide is accompanied by at least one other member of your crew to allow total transparency.

If anything is not clear ask Nur, Linda or Frank at Springlands Hotel.