

August 5, 2015

Booking Conditions

The following booking conditions set out the terms and conditions of the contract between you and Southern African Safaris. We act as booking agents for the suppliers of the parts of the tours we arrange, and as such, bookings for their services will form a direct contract between you and the relevant supplier, and will be subject to that supplier's standard terms and conditions.

The Client and Authority

The person requesting such quotations or estimates or making such booking or to whom any service is rendered, is deemed to have read and accepted the Conditions and to have the authority to do so on behalf of the person in whose name the estimate or quotation or reservation is requested and/or provided and/or the person to whom the services are rendered (collectively referred to as "the Client")

Price Changes

- a) *The costs associated with travel arrangements are not always stable, and currency movements can fluctuate sharply. It is impossible to predict these movements in advance. When you book a tour through us, we reserve the right to pass on any surcharges to you. Surcharges may be imposed to cover increases in transportation costs, including the costs of fuel and security charges, taxes or fees.*
- b) *Southern African Safaris guarantees the price of land arrangements, only once full payment has been received.*
- c) *Airfares are subject to the prices and conditions quoted by the particular airlines and cannot be guaranteed by Southern African Safaris. The onus is on the Client to check that there have been no changes in these prices before making final payment thereof.*
- d) *Should the Client make a group reservation & subsequently the group numbers deviate from the minimum number required for the booking, Southern African Safaris reserves the right to re-cost the tour and raise a surcharge. Should any Client refuse to accept and pay such surcharge, it may result in cancellation of the booking whereupon the cancellation policy will apply.*

Insurance

- a) *Travel insurance is very important for every Client. It is strongly advised that all Clients take out adequate insurance cover, such as cancellation due to illness, accident or injury, personal accident and personal liability, loss of or damage to baggage and sports equipment.*
- b) *Southern African Safaris will not be responsible or liable if the Client fails to take adequate insurance cover or at all.*

- c) *There are many Travel/Trip Insurance providers available, including the one linked to on this website. This company has been vetted by Southern African Safaris and we receive a referral fee for our Clients choosing to purchase their products and services.*

Flight and Other Travel Timings

Flight times are provided by airlines and are subject to many changes. All means of transportation are subject to weather conditions, the need for constant maintenance, and the ability of passengers to check-in on time. There is no guarantee that flights, ferries, ships, trains or coaches will depart at the times stated on any itinerary or tickets which you receive. All timings are estimates only, and we do not accept any liability for any delay, however arising, or for any schedule alterations.

Flight Reconfirmation

It is your responsibility to ensure that you reconfirm the departure date and times of all your flights at least 72 hours prior to departure. This is particularly important in respect of subsequent journeys once leaving your home country and Southern African Safaris is not liable for any delay and/or loss as a result of your failure to reconfirm any flight and/or connecting flight.

Documents

- a) *Documents (vouchers, itineraries, etc.) are only prepared on receipt of full payment of the invoice, and will be forwarded to you no later than 10 days before departure.*
- b) *It is important that you check all details of your travel documents (including your itinerary) before leaving. If there are any inaccuracies on any of your travel documents, or should you have any further queries, you should contact Southern African Safaris immediately.*
- c) *Southern African Safaris will not be liable for any delay and/or loss occasioned as a result of any inaccuracies on any travel documents once you are in receipt thereof and you have started your tour.*

Changes by You

- a) *If you wish to make a change to your booking after it has been confirmed, we will endeavor to assist you to make the change wherever possible. You will have to pay*

any and all charges imposed by the suppliers providing that part of your travel arrangements when amending a booking any time prior to departure.

- b) An administration fee of US\$50 per person will be charged for each amendment and / or cancellation.*
- c) After departure it is understood that extra expenses incurred as a result of any change will be for the client's account, and any unused service will not be refunded.*
- d) Amendments and cancellations while travelling must be made with Southern African Safaris directly.*

Unscheduled Extensions

- a) In the unlikely event of there being an unscheduled extension to the holiday caused by flight delays, bad weather, strikes, or any other cause which is beyond the control of Southern African Safaris, it is understood that the expenses relating to these unscheduled extensions, (hotel accommodation etc.), will be for the client's account.*
- b) Southern African Safaris accepts no liability for changes, omissions or delays before or during the course of any holiday occasioned by technical difficulties, weather conditions, strikes or communication breakdowns or the like.*

Our Right to Change Your Travel Arrangements

- a) Every effort is made by Southern African Safaris to adhere to confirmed itineraries; however, we reserve the right to make changes to your travel arrangements when it becomes necessary to do so. Local conditions in Africa and the active nature of the tours Southern African Safaris offers may mean that the itinerary needs to be changed before or during the tour. This also applies to changes to itineraries as a result of continuing bad weather. The changes could entail departing from a different airport, using a different means of transport, preferably of the same type, and/or a different transport supplier etc. Southern African Safaris is bound to limit the inconvenience to you as much as possible. The changes to the itinerary could in some exceptional circumstances result in different routes, excursions, accommodation and local transport compared to those stated in the itinerary. In this case Southern African Safaris will offer you alternatives, which differ as little as possible from the tour's original character.*
- b) Should any travel component be confirmed by Southern African Safaris and this component is cancelled by the supplier for whatsoever reason, then Southern African Safaris will accept no liability for the cancellation thereof.*

Passports, Visas and Health

- a) It is entirely the client's responsibility to ensure that all passports & visas are current, valid, obtained on time and that any vaccinations, inoculations, medications (e.g. for malaria) and the like, where required, have been obtained.*

- b) *Typically passports must be valid for 6 months after return to your home country. Please check the requirements before travelling.*
- c) *Passports must have at least two fully blank unused, visa pages upon entry for endorsing visas, permanent residence permits, and entry/departure stamps.*
- d) *Southern African Safaris will endeavor to assist the client, but such assistance will be at our discretion and the client acknowledges that in doing so, Southern African Safaris is not assuming any obligation or liability and the client indemnifies Southern African Safaris against any consequences of non-compliance.*
- e) *It is the client's duty to familiarize himself/herself with the inherent dangers of and mental and/or physical condition required for the proposed travel arrangements. The client must ensure that the details supplied to Southern African Safaris mirror those details shown on their passport for international travel.*

General Information

- a) *Taxes: Many countries charge departure taxes that can only be paid locally. It is therefore recommended that you retain sufficient local currency to meet such charges. Details of departure taxes can be obtained from the relevant airline when you reconfirm your flight details.*
- b) *Special requests: Southern African Safaris can pass on any special requests that you may wish to make at the time of booking, but acceptance of such requests is at the discretion of the supplier and in no circumstances are special requests guaranteed. Confirmation that a special request has been noted or passed on to the supplier, or the inclusion of the special request on your confirmation invoice or any other documentation, is not confirmation that the request will be met.*
- c) *Medical Problems: If you or any member of your party has any medical problem or disability which may affect your holiday, you need to give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline their reservation. We reserve the right to cancel the reservation should we become aware of any such medical problem or disability which has not been disclosed.*
- d) *Renovations: Hotels undergo renovations from time to time and take all possible steps to limit disruption to their guests. We will not entertain complaints or requests for refunds if a hotel is carrying out renovations whilst a client is resident.*
- e) *Charges to your credit card: Any charges made to your credit card whilst away are your responsibility. Southern African Safaris will not be responsible, nor accept responsibility for having these charges reversed or corrected upon return to your home country.*

Service Issues

- a) *In the event that you have any reason to complain, or experience any problems with your tour whilst away, you must immediately inform the supplier of the services in question.*

- b) *If you are still dissatisfied, you must notify Southern African Safaris immediately to enable us to help resolve the problem. Failure to give us the opportunity to resolve any problem at the time it occurs may result in a reduction of any rights you may have to claim compensation.*
- c) *If you remain dissatisfied, contact Southern African Safaris within 28 days of the unsatisfactory service, giving the booking reference and full details of your complaint on email.*
- d) *While every effort will be made to resolve your complaint to your satisfaction, Southern African Safaris is not liable for any claim.*

Force Majeure

Except where otherwise expressly stated in these booking conditions, we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any damage or loss, as a result of "force majeure". In these Booking Conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

Responsibility and Limitation of Liability

- a) *Southern African Safaris act as agents only for suppliers and accordingly accepts no liability whatsoever for any loss, damage, injury, accident, delay, or any other irregularity howsoever arising.*
- b) *Southern African Safaris makes every effort to ensure that all the arrangements and services connected with a client's itinerary will be carried out as specified in the most efficient and effective way possible. However, we do not have direct control over the provision of services by suppliers and, while they are selected with great care and scrutiny, we do not accept liability for errors and omissions of such suppliers.*
- c) *The contract in use by such suppliers shall constitute the sole contract between the supplier and the client and any right of recourse the client may have, will be solely against the supplier.*

Legal

This document and Southern African Safaris' invoice / itinerary constitutes the sole record of the agreement between the parties. No party shall be bound by any representation, warranty, and promise of the like not recorded herein. Client acknowledges that he/she has not relied on any matter or thing stated on behalf of Southern African Safaris or otherwise that is not included herein. No addition to the Southern African Safaris standard booking conditions shall be of any force or effect unless in writing and signed by or on behalf of the parties. All costs and disbursements, including legal costs incurred by Southern



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African Safaris in recovering any damages and payments payable by the client to Southern African Safaris shall be for the client's account.