



Southern African Safaris LLC
1701 E. Hearn Rd
Phoenix, AZ 85022

+1-602-759-7408
www.mydreamsafari.com

August 5, 2015

Booking, Cancellation, General and Payment Policies

1. Booking Process

- 1.1. The Client is responsible for informing Southern African Safaris of any bookings, confirmations, booking amendments, reductions or cancellations of rooms or services in writing by e-mail or by fax to enable Southern African Safaris to make the required itinerary arrangements. The onus of proof of delivery will rest on the Client.
- 1.2. Provisional booking periods are determined by third party suppliers. Southern African Safaris reserves the right to release reservations.
- 1.3. Southern African Safaris will, at the request of the Client in writing, attempt to extend provisional bookings. Any extension of any provisional period will, however, at all times remain the sole and unfettered discretion of third party suppliers.
- 1.4. It is recommended that the Client be in possession of the required deposit payment before confirming any Reservations with Southern African Safaris;
- 1.5. Upon confirmation, the Client's nationality will be required.
- 1.6. Confirmed reservations are invoiced with payment required as per the provisions of clause 4 for Independent Travelers and clause 5 for Groups. Where touring services have been booked, the final invoiced amount will be inclusive of an itinerary planning and arranging fee, handling and operational fee, and VAT where applicable, but exclusive of the cost of obtaining passports, visas, excess luggage, and items of a personal nature unless expressly included;
- 1.7. Confirmed Accommodation will be subject to the appropriate payment and cancellation policy as set out in clauses 4 and 2.6 for Independent Traveler reservations or clauses 5 and 2.7 and 2.9 for Group Reservations; and
- 1.8. A Group would be considered as 8 full paying Clients or more.

2. Amendment, Reduction, Refund and Cancellation Policy

- 2.1. An amendment will refer to a change in travel/arrival date and/or an increase or reduction in number of rooms or services required, after confirmation.
- 2.2. All amendments made will be subject to the cancellation policy.
- 2.3. Reservations held by Southern African Safaris where no deposit has been paid or where no guarantee has been given will be cancelled by Southern African Safaris on notice to the Client;
- 2.4. All Amendments, Reductions, Refunds and Cancellation for Independent Travelers will be determined in the sole and unfettered discretions of the suppliers utilized in any itinerary.
- 2.5. Refunds will not be made for any missed services.



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2.6. On cancellation of a confirmed Independent Traveler reservation Southern African Safaris will be entitled to:

Between Confirmation and 46 days prior to arrival : 20% of total invoice (i.e. Deposit)

Between 45 days and arrival : 100% of total invoice value

2.7. On cancellation of a confirmed Group reservation Southern African Safaris will be entitled to:

Between Confirmation and 121 days prior to arrival : 20% of total invoice value (i.e. Deposit)

Between 120 and 46 days prior to arrival : 50% of total invoice

Between 45 days and arrival : 100% of total invoice value

2.8. The Payment Policy relating to Independent Travelers refer to 4 and Payment Policy relating to Groups refer to 5

2.9. All Amendments, Reductions, Refunds and Cancellation Policies for groups will be determined at the sole and unfettered discretions of the suppliers utilized in any itinerary.

3. General

3.1. Unless prior arrangements have been made with Southern African Safaris the Client shall at all-times remain solely liable and responsible for the payment of all invoices issued by Southern African Safaris in respect to Confirmed Reservations, as well as the payment of any cancellation fees due.

3.2. Payment shall be effected by wire transfer into accounts as provided at time of confirmation, bank check, bank draft, or personal check by prior arrangement.

3.3. In the event that payment is made by Credit Card the Client agrees that, in order to defray the administrative costs associated with the processing of the credit card payment and possible costs levied by the relevant credit card company in processing the credit card payment, Southern African Safaris will be entitled to charge an administration and convenience fee on the transaction, not to exceed 3% (three per cent) of the value of the booking;

3.4. Southern African Safaris reserves the right to request credit card details to secure all short lead time bookings which have been confirmed within 7 (seven) days of travel. When such a request is made a credit card authorization form needs to be completed, and copies of the back and front of the credit card should be provided;

3.5. Should the Client fail to effect any payment on due date or breach any other Trading Term of this Agreement, Southern African Safaris shall be entitled to:



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- 3.5.1. cancel this agreement and take such action as may be deemed necessary to recover the full amount owing to Southern African Safaris, and/or;
- 3.5.2. cancel any future bookings made by the Client, and/ or;
- 3.5.3. recover from the Client any costs incurred due to late cancellation, and/or;
- 3.5.4. refuse to accept any further bookings from the Client, and/ or;
- 3.5.5. request payment from Clients on arrival prior to the rendering of any services, and/ or;
- 3.5.6. levy a charge on all overdue account balances;
- 3.5.7. apportion credits due to the Client and apply to any amounts which may be due to Southern African Safaris in terms of this Agreement.

4. Independent Travelers

- 4.1. The following specific payment policy applies:

On Confirmation within 7 days : 20% of invoice value – the Deposit

Reflecting in the account at 45 days before arrival : Remaining 80% of invoice value

5. Groups

- 5.1. The following Group Payment terms apply and exclude any other payment conditions agreed for Independent Travelers. Deviations to this payment condition may be agreed by exception in writing:

For reservations 1 year and greater from date of travel, Deposit due within 30 days of confirmation: 20% of total invoice value

For reservations less than 1 year from date of travel, Deposits due within 14 days of confirmation: 20% of total invoice value

Reflecting in the account at 120 days prior to arrival : An additional 30% of total invoice value

Reflecting in the account at 90 days prior to arrival : Final 50% of total invoice value.