

Explore Africa Adventures
BOOKING CONDITIONS



Please read the following booking conditions carefully, as they set out the terms and conditions of the contract between you and Explore Africa Adventures, here after referred to as Explore Africa.

GENERAL CONDITIONS

Explore Africa and/or its agents shall not be liable for injury, damage or loss including consequential loss to any person or their possessions howsoever caused, including personal injury, disease or death caused by or contributed to by negligence by the corporation, its employees or agents. Explore Africa shall not be liable for any claims or if any additional expenses incurred through delays, accidents, or disruption of planned itineraries beyond the control of Explore Africa (e.g.: flight delays, wars, strikes, weather, act of God, etc) or considered advisable by us, such expenses are to be borne by the client. If Explore Africa considers any client as an unsuitable person for any tour, it may in its absolute discretion, cancel such client's booking or decline to carry such person further. All baggage including personal items is at all times and in all circumstances at "owner's risk". No agent, servant, representative or client of Explore Africa has any right to alter, vary or waive any of these conditions. While every precaution is taken on the tour, Explore Africa or its agents does not hold itself responsible for death or any injury or loss, which might occur to such persons sustained from any cause whatsoever. The client hereby indemnifies and holds Explore Africa and its agents harmless against any and all claims in respect of personal injury or damages, either direct or consequential arising from any cause whatsoever as a result of the participation by the client and persons under his authority on the tour.

BOOKING CONDITIONS AND BANK DETAILS.

A (non-refundable) deposit of 50% is required. Proof of payment and your booking form are required in order to secure your reservation.

The balance of payment is due no later than 60 days prior to date of departure.

Please note that rates are subject to change due to exchange rates and any other unforeseen increases.

Bank Details: AJABU SAFARIS
Branch name: Nedbank Menlyn
Branch Code: 160 545
Account Number: 111 910 51 96

CANCELLATIONS

In the event of clients cancelling their reservations, Explore Africa shall have the right either to claim the total amount of any deposit paid by such client or to claim any damages suffered by the company. In accordance with the international policy adopted by tour operators Explore Africa reserves the right to cancel any tour before departure in which event the entire payment will be refunded without any further obligation on the part of the Company. The maximum cancellation fees, which may be imposed, are as follows:

- From date of payment of deposit up to 90-days prior to departure: 25% of the package price & the relevant charges paid to any supplier shall be forfeited by the client.
- In respect of a cancellation from 89-59 prior to departure: 50% of the total package price & the relevant charges paid to any supplier shall be forfeited by the client.
- In respect of a cancellation from 59-days or less prior to departure: 100% of the total package price shall be forfeited by the client.

AIRLINE REFUND PROCEDURES

Where your booking includes a special fare, the relevant charges are levied by the airline. In some circumstances this may be 100% of the total fare, regardless of when cancellation is made. Refund policies of the various airlines vary greatly. Tickets returned to Explore Africa will be presented to the relevant airline for assessment. Should a refund be authorized, such refund will be made to you, after cancellation or administration charges have been deducted.

TOUR LEADER RESPONSIBILITY

The traveller who signs the booking form for and on behalf of all travellers will be responsible for passing on all information, vouchers, schedule changes or any other information forwarded by Explore Africa to him/her/them. Explore Africa does not take any responsibility for failure to do so.

TRAVEL INSURANCE

It is strongly advised that you obtain adequate travel insurance cover in the event of cancellation due to illness, accident or injury.

Explore Africa will not be responsible or liable if any client fails to obtain insurance cover.

PASSPORTS, VACCINATIONS, VISAS & INOCULATIONS

The onus is upon the client to ensure that passports, visas, vaccinations and inoculations, are valid for the countries visited. Explore Africa, their staff and their agents cannot be held liable for any required travel documents such as visas, etc. not held by the guests, nor can it be held liable for the cost of obtaining visas and other required documents.

UNSCEDULED EXTENSIONS / CHANGES

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 Explore Africa, it is understood that expenses relating to those unscheduled extensions will be for the passenger's account. Whilst Explore Africa uses its best endeavours to ensure that all anticipated accommodation is available as planned, there shall be no claim of any nature whatsoever against Explore Africa for a refund either in the whole or part, if any accommodation or excursion is unavailable and a reasonable alternative is found. If the guest is unable to use any of the services provided in the amended itinerary, no refunds will be due.

Any deviation by the client from the itinerary for whatever reason will be for the clients own account and no refunds will be given.

BREAK-AWAYS, REFUNDS	CLAIMS	&
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Except for verifiable extenuating circumstances, refunds are not made for any missed or altered tour services. Whilst it is possible to break away from the planned holiday itineraries, it is understood that such break-away will be for the passenger's account and there will be no refunds under any circumstances for unused services. For verifiable claims to be considered, they must be received in writing within 60 days of the termination of the tour and be accompanied by supporting documentation and/or a statement from the Ground Operator verifying the claim. Any adjustment considered will be based on the actual cost of the services involved and not on a per day basis. Refunds will not be made for unused sightseeing trips or meals. Explore Africa will not accept any liability for any claims that are not received within 7 days of the termination of your tour.