

Terms & Conditions of Trade

STANDARD CONDITIONS OF BUSINESS (B2B)

1. SCOPE OF UNDERTAKING

Destination Africa (Destination Safari Africa Pty Ltd, herein referred to as "the DMC") undertakes to provide the agreed services to the client ("Agent") subject to the terms and conditions set out below. By confirming any services with the DMC, the Agent agrees to these terms and assumes responsibility for ensuring client compliance.

2. DEFINITIONS

- a) **Destination Africa:** Destination Safari Africa Pty Ltd, trading as Destination Africa.
- b) **Agent:** Any registered travel business, tour operator, travel advisor or DMC utilising the services of Destination Africa.
- c) **Services:** Includes accommodation, transport, meals, excursions, and all other travel-related ground arrangements supplied or coordinated by Destination Africa.
- d) **Flights:** Will be available upon request only and will be booked through our partner company.

3. PAYMENT TERMS

- a) **Deposit:** A 20% non-refundable deposit is required upon confirmation of services.
- b) **Final Payment:** Due 45 days prior to service commencement, along with the rooming list.
- c) Stricter payment terms will be applicable during peak season or during high demand periods.
- d) Payment terms may vary for groups, but your consultant will advise.
- e) Specific suppliers (e.g. private lodges, rail journeys, national parks) may require alternative payment schedules, which will be communicated at quotation stage.
- f) **Late Bookings:** Bookings confirmed within 45 days require full payment upon confirmation.
- g) **Foreign Payments:** Agents are responsible for any shortfalls resulting from exchange rate fluctuations or bank charges.
- h) **Non-payment:** Failure to meet payment deadlines may result in cancellation of services.
- i) **Banking Details:**
Please advise if you wish your invoice to be in ZAR, USD or EUR
All proof of payments to be sent to (accounts@destinationafrica.travel)
All bank charges will be for your own account
- j) **Card Payments:** Credit card payments may incur transaction fees. Kindly check with your assigned consultant.
- k) No cash payments will be accepted upon arrival.
- l) No flight booking can be made or confirmed until full payment has been received. Flights will always be quoted separately due to fluctuating costs and availability.

4. CANCELLATION TERMS

All cancellations must be received in writing. The following cancellation fees apply unless otherwise stated:

- **60+ days:** No charge unless supplier penalties apply.
- **60–46 days:** 20% of total tour cost + applicable supplier penalties
- **45–31 days:** 25% of total tour cost + supplier penalties
- **30–15 days:** 50% of total tour cost + supplier penalties
- **14 days or less:** 100% of total tour cost

a) **Freelance Guide Cancellation:** A fee equal to one day's guiding rate applies for cancellations within 30 days.

b) **No Shows:** 100% cancellation fee applies.

c) **Group Series/High-Value Bookings:** Custom terms may apply and will be confirmed in writing.

d) **Travel Insurance:** It is the Agent's responsibility to ensure that travellers have comprehensive cancellation and medical insurance prior to departure.

5. ITINERARY AMENDMENTS & SURCHARGES

Destination Africa reserves the right to adjust tour programs or prices due to external factors such as exchange rate fluctuations, fuel increases, or supplier pricing changes. Notice will be provided as early as possible.

In the case of material amendments after deposit/payment, any resulting cost differences will be for the Agent's account. Should the Agent or traveller choose to cancel due to such changes, standard cancellation terms will apply.

6. LIABILITY & INSURANCE

Destination Africa acts solely as an agent for third-party service providers. The DMC shall not be liable for any injury, loss, delay, or damage incurred during the provision of services, whether caused by force majeure, third-party negligence, or unforeseeable circumstances.

We recommend that Agents ensure their clients are adequately insured for medical, personal accident, baggage, and cancellation cover.

Safari and wilderness travel carry inherent risks. Destination Africa and its team cannot be held liable for incidents involving wildlife or natural hazards.

7. LEGAL JURISDICTION

This agreement shall be governed by South African law. Any dispute shall be subject to the exclusive jurisdiction of the courts of the Republic of South Africa.

ADDITIONAL TRADE-RELATED INFORMATION

1. LUGGAGE GUIDELINES

Destination Africa assumes no responsibility for loss or damage to client luggage. For light aircraft transfers between lodges or camps, luggage must be soft-sided and limited to 20kg per person. Excess baggage may require advance notice and supplementary charges.

2. HEALTH & MEDICAL

- Clients must consult a medical professional regarding vaccinations and health requirements for travel to Southern Africa.
- Yellow fever certificates are required if arriving from certain regions.
- The Agent must disclose any medical conditions or mobility limitations in advance.

3. VISAS, PASSPORTS & TRAVEL DOCUMENTS

- Agents are responsible for ensuring their clients' compliance with visa, passport, and immigration requirements for all countries visited. Destination Africa bears no liability for denied entries due to improper documentation.
- No travel documents will be issued until full payment has been received for the reservation
- Visa invitation letters will only be sent once a non-refundable deposit has been received
- We would like to advise that we do not take responsibility for any clients who may have sanctions or restrictions on their passports that could affect their ability to enter or remain in South and/or Southern Africa. As a private tour operator, we do not have access to government systems and therefore cannot verify passport or immigration status. We strongly recommend that all travellers ensure their passports and personal circumstances meet the entry requirements for South and/or Southern Africa (keeping in mind that many of the properties in the country are owned by or affiliated if international companies) before departure from their home country. For any concerns, they should contact the appropriate consulate or immigration authority directly.

4. TRAVELING WITH MINORS

South African minors require unabridged birth certificates in addition to passports. Unaccompanied or non-parental travel may require supporting documents. See: www.dha.gov.za

5. CAR RENTAL CONDITIONS

To collect a rental vehicle, the client must present:

- A valid car rental voucher
- A credit card in the name of the driver
- A valid, unendorsed driver's licence (in English or accompanied by an official translation)
- Passport or ID
- Proof of residence

Drivers under 23 may be subject to a young driver surcharge.

6. TOURS & GUIDES

Guided services are available in English. Non-English speaking guides may be requested, subject to availability. In the event of unforeseen changes, Destination Africa reserves the right to assign an English-speaking guide. Cancellation due to language changes will not exempt the Agent from standard terms.

7. PERSONAL DATA & POPIA COMPLIANCE

Destination Africa complies with the Protection of Personal Information Act (POPIA), 4 of 2013.

By contracting services with the DMC, you agree that we may collect, process, and share client personal data strictly for operational purposes. This includes communication with service providers and agents involved in fulfilling the services booked.

All data is securely stored and managed in compliance with South African data protection laws.