

Client Form & Terms and Conditions Groups

Please have each member or couple in the group complete the above "Client Information" to ensure that we have all the correct details. Air cannot be booked until we have this form. Names must be exactly as per the passport – if a client name on the air ticket is different to the passport name, they may be required to purchase a new ticket (at their own cost) when checking in for the flight.

Details	Passenger 1			Passenger 2		
Title / Gender						
Surname (per passport)						
First names (per passport)						
Date of birth	Date	Month	Year	Date	Month	Year
Nationality (per passport)						
Passport number						
Country of issue						
Passport issue date	Date	Month	Year	Date	Month	Year
Passport expiry date	Date	Month	Year	Date	Month	Year
Medical requirements						
Dietary requirements						
Other special requirements						
Passengers weight (for light aircraft transfers)						
Bed configuration: Twin = (2 separate beds) King = (may be queen or double)						
Smoking or non-smoking room						
Traveller's mobile number while in Africa (for emergencies or last minute changes)						
Contact person case of an emergency (usually in your home country)						
Contact person's telephone (office hours and after hours)						

By completing the form, guests confirm:

- Acceptance of the Trans Africa Safaris terms and conditions below (total 2 terms and conditions pages), and agree that sufficient cancellation/medical/ repatriation insurance has been taken out for the duration of the visit to Africa.
- If travelling with children, you have received and gone through the stringent regulations pertaining to children traveling to Africa. You could be turned away at the airport/denied entry if you do not have the correct paper-work.

Signature of person responsible for payment

Visa Pages in Passports

- If the itinerary includes a visit to more than 1 African country, we suggest they have at least 2 consecutive blank visa pages per country being visited. Blank page requirements for visits to Southern Africa, change regularly.
- Passports must be valid for 6 months after your departure from Southern or East Africa.

Paying for services

All clients should take out 100% cancellation insurance cover
Medical and repatriation insurance is a must for Africa.

- Non-refundable deposit of \$1,000 to go ahead with all group bookings
- 25% non-refundable group deposit generally required within 14 days of space being confirmed. In some instances, properties may require additional deposits. One payment for the deposit is required – not a payment from each guest
- A further 25% non-refundable group deposit to make up 50% of total tour cost (based on number of rooms held) to be received 180 days prior to arrival in South Africa. One payment for the second deposit is required – not a payment from each guest
- An indication of the number of rooms needed for the group, is required 180 days prior to arrival in South Africa
- The final rooming list is required 120 days prior to arrival in South Africa
- Final group final payment to be received 90 days prior to arrival in South Africa. One final payment is required – not a payment from each guest

Please bear in mind that for the Festive Season and during peak periods, conditions are more stringent than the information below. This information will be given to you at the time of booking.

Please instruct your bank to deposit funds directly to Standard Bank and to use all the details below. Should they submit via a third bank (in USA or RSA), this third bank takes a fee and we do not receive the amount you send. In some instances this fee is up to US\$100. Remitting banks must ensure we receive the amounts requested by you. Thanks.

Bank name:	The Standard Bank of South Africa Ltd
Bank address:	Riverside Centre, Rondebosch, 7700, Cape Town, South Africa
Bank account number:	090123840 (CFC Account Number)
Branch number:	02500911
MT103 - Directly to swift address:	SBZAZAJJ
For credit / Account name:	Southern Africa Travel Pty Ltd
Our physical address:	Tokai Business Park, 13a Keyser River Drive, Tokai, 7945

Should funds arrive later than 72 hours from date of quotation, and there is a shortfall, we will be forced to ask you to make top-up payment. In the event the rate improves by the time payment arrives, we would either:

- Wire the difference to you.
- Hand tour leader the difference (in ZAR) on arrival in South Africa.

Amendments

Should any guests in the group wish to make changes once reservations have been confirmed, a Trans Africa Safaris administration fee (per change) will be raised. At present the fee is US\$50 per change. Any fees raised by the suppliers will also be levied.

Indemnity / Insurance

TRANS AFRICA SAFARIS' RESPONSIBILITIES

We act only in the capacity of travel agencies for clients/tour members/ passengers in all matters relating to hotel/lodge accommodation, sightseeing and transport whether by aircraft, railroad, motor-coach, motor vehicle, LandRover, ship, boat, ferry or any other means. We hold ourselves free of responsibility for any delays, loss, injury, illness, death or damage from any cause whatsoever.

Taking this journey with us implies your acceptance of our terms and conditions, that you are aware of the below information and that you have taken out sufficient cancellation/medical/repatriation insurance. Please ensure you are covered for "cancellation under any circumstance". Trans Africa Safaris cannot be responsible in the event the insurance companies do not cover you for cancellations.

It is recommended you send a copy of the insurance document to Trans Africa Safaris. Private Hospitals are where guests need to go and these hospitals will not admit guests without either a substantial pre-payment and/or a copy of the insurance document. Our concern is that if guests are unable to interact in an emergency situation, we would like to be able to produce the insurance document to the medical authorities on their behalf. Trans Africa Safaris cannot be responsible if a private hospital turns guests away.

All Covid related expenses prior to, during or after travel are for the guests own cost and not covered by Trans Africa Safaris. It is vital that all travellers have comprehensive travel insurance to cover the relevant costs of accommodation, food, etc. should they need to extend their stay by 10 to 14 days.

Cancellations

- A minimum fee of \$1,000 per group is charged in the event of a total cancellation of the group.
- 25% cancellation of total tour cost if the booking is cancelled more than 181 days prior to arrival in South Africa.
- 50% cancellation of total tour cost if the booking is cancelled 180 - 121 days prior to arrival in South Africa.
- 100% cancellation of total tour cost if the booking is cancelled 120 days or less prior to arrival in South Africa.

If Trans Africa Safaris is able to reduce any supplier fees at the time of cancellation, the reduction will be passed onto the travel advisor/client.

Travel Documents for inclusive tours – how it works

Once the deposit has been received by Trans Africa Safaris:

- A copy of some general information pertaining to the visit, will be Emailed to the travel advisor to pass on to the client.
- We will also email the travel advisor a copy of the detailed itinerary at this time.

Once full payment has been received by Trans Africa Safaris:

- We will finalize the detailed itinerary. A copy of this, as well as a contact list, will be Emailed to the travel advisor to pass on to the client.