



Booking Terms and Conditions

In order to confirm our clients' reservation, African Travel Consultants requires a 30% deposit payment at the time of making your booking. Failure to do so will result in your reservation automatically being cancelled. The balance of payment is due 8 weeks (60 days) prior to the commencement date of your itinerary. Bookings made within 8 weeks (60 days) prior to departure are subject to full prepayment at the time of confirming the reservation.

Please note that should you have been quoted in foreign currency and wish to settle payment by means of a credit card, your quotation will be converted to South African Rand prior to the transaction being processed due to foreign exchange regulations by the South African Reserve Bank. The rate of exchange on the day that the transaction is processed will be used to determine the equivalent Rand amount with any resulting foreign exchange differences or bank charges being for the client's account. The South African Reserve Bank prohibits South African companies from taking foreign credit card payments and keeping the payment in foreign currency. The payment has to be converted to South African Rand before it is credited to the recipient.

Clients are welcome to settle payment by means of a bank transfer – in this instance the amount will be converted by your bankers on presentation of our invoice. It is the client's responsibility to inform and instruct their bankers that the net invoice amount must equal the funds clearing into the African Travel Consultants bank account and that ALL bank charges are for the client's account.

Cancellation Policy

Our Standard Cancellation Policy: - Cancellation prior to 8 weeks of travel - Full 30 % deposit is forfeited - Cancellation 8 – 4 weeks prior to travel - 50% of total cost is forfeited
- Cancellation less than 4 weeks prior to travel - 100% of total cost is forfeited

Some lodges / hotels / service providers have different cancellation policy which will be enforced to bookings. African Travel Consultants will do everything possible to assist guests with refund procedure to maximize the amount refunded to guests who cancelled due to circumstances beyond their control.

In some cases, we require written collaterals to support claims for emergency cancellations in order to obtain the maximum refund from lodges / hotels / service providers.
Local flights cancelled will carry 100% cancellation charges once flights are paid and tickets issued.

**Flights and Payment**

Please note that in the event of flights being booked and secured by African Travel Consultants on behalf of the client, payment is required by credit card because of the time delay of securing funds to us when paying by bank transfer. In addition to this, when booking flights with African Travel Consultants, we require a copy of all passengers' passports. Airlines require the full names of passengers as printed on the passports and will not accept changes once tickets are issued. It is a security procedure which will ensure there are no discrepancies. African Travel Consultants accepts no responsibility for incorrect passport numbers or incorrect spelling of full names. Please ensure that you provide accurate information to your African Travel Consultants Consultant.

Travel Insurance

We recommend that you (guests) take an adequate travel & medical insurance cover against flight delays & cancellation, lost baggage, emergency cancellations, injuries, and medical emergencies. It's your responsibility to protect your travel investment by taking an adequate travel & medical insurance cover.

Passports and Children

Please note that anyone traveling to Southern Africa must have two consecutive blank pages in their passport which lie side by side when the passport is open (i.e. a left- and a right-hand page). Passengers traveling to Southern Africa with passports which do not comply with these requirements, will either be stopped from boarding the aircraft or risk deportation on arrival in Southern Africa. In addition, a parent traveling with children, without the other parent, will need a letter of consent from the absent parent. The letter of consent must be certified by the police.