



Detailed Terms & Conditions

1. Booking Procedure

Upon enquiry, a detailed quotation will be prepared based on your travel preferences and the availability of services at the time.

Upon acceptance of the quotation, a **provisional reservation** will be placed on your behalf. Provisional bookings are typically held for a period of **7 days**, subject to supplier conditions.

To confirm your reservation, each traveller is required to:

- complete and sign a booking form, and
- pay a **30% non-refundable deposit** of the total booking amount

The **balance of payment is due 60 days prior to the scheduled departure date.**

For bookings made within 60 days of departure, full payment is required at the time of confirmation.

Upon receipt of the final payment, you will receive your final travel documents, including your confirmed itinerary and vouchers.

2. Cancellation Policy

All cancellations must be made in writing and will only be effective upon receipt by Africa Voyages.

The following cancellation fees apply:

- **More than 8 weeks prior to departure:**
30% of the total booking amount (deposit retained)
- **8 weeks or less prior to departure:**
100% of the total booking amount is payable

If a traveller fails to commence the journey, joins after departure, or leaves before completion of the itinerary, no refund will be given for unused services.



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Due to the nature of safari travel in remote and high-demand areas, many services are secured well in advance and are strictly non-refundable.

Certain service providers may apply stricter cancellation conditions. In such cases, these will prevail.

3. Baggage & Light Aircraft Travel

Due to safety and operational constraints, baggage on light aircraft is limited to **20 kg per person**, including hand luggage and camera equipment.

All luggage must be packed in **soft-sided bags without wheels**. Hard suitcases cannot be accommodated.

Should excess baggage be brought without prior arrangement, it may be delayed and forwarded at a later stage at the traveller's expense.

If known in advance, additional luggage arrangements may be made, including the reservation of an extra seat on the aircraft, at an additional cost.

4. Travel Insurance

Travel insurance is **not included** in our services.

It is a **condition of booking** that all travellers are covered by comprehensive travel and medical insurance for the full duration of their journey.

This insurance must include, at a minimum:

- cancellation and curtailment
- emergency evacuation
- medical expenses



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- repatriation
- loss or theft of personal belongings

Africa Voyages and its representatives cannot be held responsible for any costs incurred as a result of inadequate or missing insurance coverage.

5. Responsibility

Africa Voyages acts as an intermediary between travellers and a network of independent service providers.

While every effort is made to ensure the highest standards, Africa Voyages shall not be held liable for any loss, damage, delay, injury, illness, or death arising from any cause beyond its control, including but not limited to:

- acts or omissions of third-party providers
- delays or changes in transport services
- natural events or unforeseen circumstances

Africa Voyages reserves the right to:

- modify itineraries where necessary
- substitute services with comparable alternatives
- cancel or amend arrangements in the event of circumstances beyond its control

Any additional costs arising from such circumstances shall be borne by the traveller.

The person making the booking warrants that they have authority to act on behalf of all travellers and accepts responsibility for the full payment of the booking.



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6. Refunds

If a traveller is unable to use any service included in the itinerary, no refunds will be granted for unused services.

In the event that a service becomes unavailable, Africa Voyages will endeavour to provide a suitable alternative.

7. Air Transport & Airline Clause

Africa Voyages does not issue international or regional flight tickets.

All flights are subject to the terms and conditions of the respective airline or charter company.

Charter flights within safari areas are operated by independent aviation companies, which are solely responsible for their operations.

Airlines and charter operators cannot be held liable for any act, omission, delay, or schedule change outside their control.

8. Prices & Surcharges

While every effort is made to maintain quoted prices, Africa Voyages reserves the right to apply surcharges due to increases in:

- supplier rates
- fuel costs
- exchange rates
- government taxes or levies

Any such increases may be applied up to a maximum of **15% of the total booking value**.



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9. Delays

Africa Voyages cannot be held responsible for delays or additional costs resulting from transport disruptions, including airline delays or cancellations.

10. Governing Law

This agreement shall be governed by and interpreted in accordance with the laws of the country in which the safari takes place.

Africa Voyages acts solely as an agent for the suppliers providing the services.

11. Accuracy of Information

All information provided is accurate to the best of our knowledge at the time of publication.

Africa Voyages cannot be held responsible for any changes or inaccuracies beyond its control.

12. Acceptance of Terms

Payment of the deposit or any partial payment constitutes full acceptance of these Terms & Conditions by all travellers included in the booking.

No variation of these terms shall be valid unless confirmed in writing by an authorised representative of Africa Voyages.

13. Age Restrictions



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Minimum age requirements vary between lodges and camps, generally between **8 and 12 years old**, depending on the property.

If age is misrepresented, Africa Voyages reserves the right to cancel the booking without compensation.

14. Travel with Children

Travelling with minors is subject to strict regulations in Southern Africa.

All travellers under the age of 18 may be required to present:

- a valid passport
- an unabridged (full) birth certificate
- additional supporting documentation depending on travel circumstances

Additional documents may be required for:

- children travelling with one parent
- children travelling with guardians
- unaccompanied minors

Documentation must be in English or accompanied by a certified translation.

It is the traveller's responsibility to ensure full compliance with all immigration requirements.