



TERMS & CONDITIONS

Indigo Safaris Ltd. is a limited company incorporated in the Seychelles, under registration number 145952.

These Booking Policies outline the terms and conditions governing all bookings made with Indigo Safaris Ltd, trading as Indigo Safaris. By placing an order or confirming a booking, the customer agrees to be bound by these Booking Policies in full.

1. Introduction

At Indigo Safaris, we pride ourselves on delivering exceptional experiences across Africa, Indonesia, and Papua New Guinea. While we strive to ensure that every journey runs seamlessly, travellers should understand that destinations such as these sometimes operate differently from other parts of the world. Our Booking Policies are designed to ensure transparency and fairness throughout your travel experience.

We go above and beyond to resolve any issues that may arise during your trip. In the rare event that things do not go as planned, rest assured that we will do our utmost to assist wherever possible.

2. Liability

Indigo Safaris Ltd undertakes to exercise reasonable care and professional diligence in providing accurate, up-to-date information during the booking process and throughout service delivery. Except in cases of proven fraud or negligence, Indigo Safaris cannot be held liable for indirect, incidental, consequential, or punitive damages arising from your travel arrangements.

We act as an agent for third-party suppliers (lodges, transport providers, airlines, dive operators, etc.) and cannot accept responsibility for any loss, damage, or injury that occurs on their premises or services. Some activities — such as scuba diving, wildlife safaris, trekking, walking safaris, and mountain climbing — carry inherent risks. Participation is at the customer's discretion and own risk.

3. Insurance

Comprehensive travel insurance is mandatory for all Indigo Safaris clients. You must ensure that your policy includes cover for:

- Medical assistance, hospitalisation, and evacuation
- Cancellation, curtailment, or delay
- Theft, loss, or damage of property
- Personal injury
- Diving-specific risks, including rescue and hyperbaric recompression, where applicable

Coverage must begin from the moment a booking is confirmed and continue until you return home.

4. The Booking Process

Upon confirmation of your travel arrangements, a non-refundable deposit — as specified on your invoice — is required to secure your booking.

For last-minute bookings (generally within 60 days, but occasionally 90 days depending on suppliers), full payment is required immediately.

To start planning your journey, [speak to a safari expert](#).

5. Booking Amendments

5.1. Changes to a Booking

If you wish to amend your booking, an administrative amendment fee may apply. We will inform you of any charges prior to making changes.

In the event of extreme meteorological conditions necessitating a change of routing and accommodation, additional costs may, in some cases, be the responsibility of the client.

5.2. Partial Cancellations

If your amendment involves cancelling part of your itinerary, the relevant supplier cancellation policy will apply. Additions to existing bookings can often be made without amendment fees.

6. Cancellations

Cancellation policy

- Cancellation more than 60 days prior to departure: loss of deposit
- Cancellation between 59 and 30 days prior to departure: 50% cancellation charge
- Cancellation less than 30 days prior to departure: 100% cancellation fee

Because Indigo Safaris partners with small, independently owned lodges and suppliers, some bookings might be subject to a different policy. It will be listed on your invoice.

We will always act in good faith to help you recover funds via your travel insurance provider, where applicable.

7. Denied Boarding or Flight Issues

If your journey begins in the EU, your airline is bound by EU denied boarding regulations. However, this does not release you from payment obligations for your booked safari, diving, or accommodation services. Indigo Safaris will assist in rearranging your itinerary where possible, but refunds cannot be issued for missed sectors or services due to non-appearance.

8. Transfers and Delays

Indigo Safaris is not responsible for knock-on effects caused by third-party service failures such as flight delays, boat cancellations, or transport breakdowns. It remains the traveller's responsibility to ensure timely connections between trip components.

9. Vehicle Rentals

Vehicle rentals are arranged through trusted third-party providers. All rental agreements and insurance contracts are made directly between the client and the provider. Clients are welcome to use their own preferred insurance.

10. Invoicing

Invoices are generally issued in USD, but may also appear in ZAR, AUD, or EUR, depending on destination and supplier. Once payment is received, pricing is guaranteed except where surcharges (see below) apply.

11. Surcharges

Suppliers may impose surcharges due to fuel increases, new park fees, or tax changes. Indigo Safaris reserves the right to pass on such additional costs to clients. Any surcharges will be communicated promptly.

12. Complaints Procedure

If you encounter an issue during your trip, please contact the relevant supplier (e.g. lodge, dive centre, or tour operator) immediately so they can resolve it. If the issue remains unresolved, please contact Indigo Safaris directly by email or text message for immediate assistance.

Failure to report problems while in-destination may limit our ability to resolve them or negotiate compensation. Post-trip complaints must be submitted within seven days of returning home. Please note that publishing negative feedback online before we have had a chance to negotiate on your behalf may nullify potential compensation efforts.

13. Passports, Visas, and Immigration

It is your responsibility to ensure that you meet all passport, visa, vaccination, and entry requirements. Please check with the relevant embassies or consulates before travel. Indigo Safaris cannot be held liable for disruptions caused by incomplete travel documentation.

14. Suitability and Behaviour

Indigo Safaris is committed to ethical, responsible tourism and to enriching the communities we work with. We reserve the right to terminate travel arrangements, without notice or refund, if a traveller's behaviour endangers others, causes damage, or disrupts operations.

Travellers must disclose any medical conditions or mobility limitations at the time of booking and notify us of any changes before departure. Some experiences, such as walking safaris or mountain treks, require a good level of fitness.

To learn more about our community and conservation initiatives, visit our [Giving Back](#) page.

Acceptance of Booking Policies

By placing a booking with Indigo Safaris Ltd, you acknowledge that you have read, understood, and accepted these Booking Policies in their entirety.

Indigo Safaris Ltd

Registered in Seychelles (Company No. 145952)

Website: www.indigosafaris.com

For booking enquiries: [Contact us here](#)