

INSPIRATION AFRICA

turning moments into memories



Travel conditions

Inspiration Africa

1. Cancellation by the customer, rebooking, replacement participants, cancellation fee

Conclusion of the Travel Contract

- The basis of the offer from Inspiration Africa and the customer's booking are the travel description and additional information from Inspiration Africa for the respective trip, which are available to the customer at the time of booking.
- The customer is responsible for all contractual obligations of travelers for whom they make the booking, just as they are for their own obligations, to the extent that they have assumed this obligation through an explicit and separate statement.
- By making the booking (travel registration), which is done in writing or by email, the customer bindingly offers INSPIRATION AFRICA the conclusion of the travel contract.
- The contract is concluded upon receipt of the travel confirmation/invoice (declaration of acceptance) by Inspiration Africa.

Cancellation

- If you cancel the travel contract or do not embark on the journey, we can demand compensation for the travel arrangements made and our expenses. Our claim for compensation is lump-sum, taking into account the expenses saved and any other possible use.
- Please refer to section 2 of these travel conditions for the amount of the compensation claim.
- You are not precluded from providing evidence that no damage occurred or that the damage is significantly lower than the lump sum demanded by us.

Rebooking

- Namechanges are free of charge until 30 days prior arrival.
- If changes regarding the travel date, destination, place of departure, accommodation, or mode of transportation are requested after booking, we typically incur the same costs as in the case of your cancellation. Therefore, we must charge you the costs in the same amount as they would have been at the time of rebooking for a cancellation on your part. However, for other minor changes, we charge a processing fee of ZAR 500.00.
- For flights, the confirmed price is tied to the immediate issuance of the flight ticket. In the event of a change in flight dates, the originally confirmed transport price loses its validity, and additional costs usually arise. This also applies to the overall travel price or transport price if such a flight has been combined with a land service. Please refer to the tariff regulations of the respective flight for more details.

Substitute Participant

- Until the start of the journey, any registered participant can be replaced by a third party if you inform us. However, it should be noted that a valid passport (valid for at least 30 days from the departure date upon entry and with 2 blank pages for the visa stamp) / plus possibly a driver's license is required, as it is urgently needed for entry into South Africa.
- Rebooking fee for substitute participants: ZAR 500.00 per person
- If a substitute person enters into the contract, you and the substitute person are jointly and severally liable for the travel price and the additional costs incurred by the entry of the third party.

Cancellation Fee

- We strongly recommend taking out travel cancellation insurance for illness (must be concluded simultaneously with the binding travel booking. This is because, due to the cancellation of the entire trip or individual services, the following fees will be charged:

Group Bookings & Individual trips (including rental cars or coach bookings, tourguides, guesthouses, lodges & hotels):

- Up to 90 days before the start of the journey: 30% cancellation costs
- From the 89th to the 46th day before the start of the journey: 40% of the travel package costs
- From the 45th to the 31st day before the start of the journey: 50% of the travel package costs
- From the 30th day before the start of the journey: 100% of the travel package costs

Please note: Deviating from the conditions listed above, luxury safari lodges or trains such as Rovos Rail may charge 100% cancellation fees for cancellations that are less than 60 days before the start of the journey. Also, for travel starting from 60 days in advance during peak season (e.g., Christmas and New Year), higher cancellation fees may apply.

The day INSPIRATION AFRICA informs in writing about the cancellation of individual services or the entire trip is considered the cancellation day.

Due to the longstanding and trustworthy collaboration with individual service providers, INSPIRATION AFRICA will strive to negotiate goodwill refunds on a case-by-case basis.

2. *Terms of payment*

- A deposit of 30% of the travel amount is due upon confirmation of the booking.
- 60-45 days before the start of the journey, the final invoice will be sent for 70% of the total amount.

Inspiration Africa collaborates closely with the **online payment tool Flywire** to avoid international bank fees.

* for payment by credit card there is an additional charge of 2.5% (Bank fees)

- For bookings made within 45 days before the start of the journey, payments must be made in parallel within 5 working days. Bank transfer costs are borne by the customer. Prices are in South African Rand (ZAR), unless explicitly stated otherwise, and include value-added tax where applicable.

3. *Passports, visas, health*

- Please ensure compliance with the currently valid passport and visa regulations, and make sure that all travel documents accompany you on the journey. Consult with a doctor, pharmacy, or tropical institutes regarding vaccinations, malaria prophylaxis, etc., and take precautions for your own protection. We are happy to provide information to assist you.
- We strongly recommend obtaining international travel health insurance, for example, through providers such as "European Travel Insurance" or "Hanse Merkur," to ensure coverage for hospital costs, transportation, etc., in case of emergencies.

4. *Subject to price changes*

- Quotations are provided in the currencies billed to us by our service providers (typically ZAR for services in South Africa & Namibia, USD for services in Botswana, Zambia, Zimbabwe, Mozambique). The daily exchange rate in EUR is for reference purposes only on the day of the offer creation.
- INSPIRATION AFRICA reserves the right to change prices for the following unforeseeable and uncontrollable cases: increases in transportation costs, parking fees, fuel prices, and security fees, as well as taxes or other fees for landing or departure at airports and ports.
 - a) INSPIRATION AFRICA guarantees price stability for all land arrangements once the payment by the customer is made in full.

5. Transport

- Flight times are provided by the airlines and are subject to the regulations of the aviation authorities. All transportation (flights, ships, trains, and ground transport) depends on weather conditions, maintenance, and the timely check-in of other participants. INSPIRATION AFRICA assumes no responsibility for delays or time changes of transportation vehicles of any kind for which tickets have been booked by us.
- It is the customer's responsibility to verify all flight times at least 48 hours in advance. INSPIRATION AFRICA recommends checking in at least 2 hours before international flights and at least 1 hour before domestic flights. We do not assume responsibility for missed or delayed flights.

6. Documents

- The customer will receive the complete travel documents (E-tickets, vouchers, itinerary, etc.) in PDF format approximately 3 to 4 weeks before departure upon receipt of full payment.
- It is essential that you carefully read all details and descriptions before departure, as they contain important information about the destination and the itinerary. If any irregularities are identified, it is the duty of the traveler to contact INSPIRATION AFRICA immediately.

7. Complaints

- Please be aware that unforeseen or unexpected situations may arise during your journey. Flexibility, patience, and openness are always good companions and often the key to a wonderful trip.
- In the event of a complaint, the respective service provider must be immediately informed by the customer.
- If problems persist, INSPIRATION AFRICA must be informed promptly; otherwise, the right to any claims for compensation may be forfeited.

8. Responsibility

With due care and attention, neither INSPIRATION AFRICA nor any person acting for, through, or on behalf of INSPIRATION AFRICA can be held liable for delays, loss or damage to property, injury or death, or other irregularities caused by circumstances and situations of any kind, including but not limited to unforeseen adverse weather conditions, defective vehicles, or other modes of transportation, etc. Also, INSPIRATION AFRICA reserves the right (if possible, after prior consultation with the customer) to modify or cancel the itinerary or other arrangements if unavoidable and/or if unforeseeable events (such as force majeure, war, strike, riot, terrorism) occur, over which we have no control and for which we cannot be held liable. Any resulting additional costs are the responsibility of the customer.

9. Jurisdiction

Cape Town, South Africa, under South African law.

(As of 11/2023)