



African Savanna Travel

Booking Terms & Conditions

Applicable to all bookings made with African Savanna Travel

African Savanna Travel (Pty) Ltd trading as African Savanna Travel is a Tour Operator, we are here to arrange travel at your request. The delivery of travel arrangements is through third party suppliers who are responsible for providing your travel service or product.

We act as an agent for and sell various travel related products as agent on behalf of, numerous transport, accommodation and other service providers, such as accommodation establishments, airlines, coach and rail operators. Our obligation to you is to (and you expressly authorise us to) make travel bookings as your agent on your behalf and to arrange relevant contracts between you and travel service providers. We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties. All bookings are made on your behalf subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers. We can provide you with copies of the relevant service provider terms and conditions on request. Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us. Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services for which you have contracted, your rights are against that provider and not against us.

Booking Procedures:

All service bookings will be made in writing and sent via email. African Savanna Travel will inform the Client in writing when the reservations are confirmed. Confirmation of services on request basis will be within 1 – 2 working days (48 hours) after the receipt of the booking. If this cannot be confirmed, the Client will be informed of the reason and possible alternative services available.

It will be the responsibility of the Clients to advise African Savanna Travel of any special needs that they might have – such as special dietary requirements, needs or facilities required due to a medical condition and disability requirements. Any additional costs (if any) that levied by service providers, to meet the requirements of the client, is then guaranteed by the Client.

It remains the Clients responsibility to ensure that a clear copy of all applicable passports are submitted at time of booking to African Savanna Travel.

Prices:

All prices are subject to availability and can be withdrawn or change without notice. The price is only guaranteed once paid for in full by you. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases.

Payment Procedures:

African Savanna Travel will specify the client's name, travel date, name of product concerned and price per tour / item. The complete banking details of African Savanna Travel will be specified on the invoice.

A 25% non-refundable deposit is required to secure the booking. Full prepayment is required 45 days prior to the clients travel date. In the event of clients traveling within 45 days of the original booking date, full prepayment will be required upon receipt of invoice.

Kindly note that all quotes are based on payment being received by EFT (Electronic Funds Transfer) / Swift transfer. All related local bank costs are included and in turn Clients are responsible for all relevant bank costs on their side for the transfer of funds.

Cancellation Policy:

As soon as they are known, the Client will advise of cancellations received in writing. African Savanna Travel will not charge the Client cancellation fees or other if the client informs African Savanna Travel 45 days prior to arrival but do note the 25% non-refundable deposit will be forfeited.

All cancellations between 45 and 35 days prior to travel will be levied a 25% cancellation fee of total costs

All cancellations between 34 and 25 days prior to travel will be levied a 50% cancellation fee of total costs

All cancellations between 24 and 15 days prior to travel will be levied a 75% cancellation fee of total costs

All cancellations less than 14 days prior to travel will be levied a 100% cancellation fee of total costs

No Show fees will be levied a 100% cancellation fee of total costs.

Exceptions to Cancellation Policy:

The following exceptions are applicable to the above cancellation policy:

1. Airline Tickets
2. Prepaid accommodation and /or other services for travel within high / peak periods
3. Accommodation and /or other services that required a non-refundable deposit to secure booking at time of invoice
4. Group bookings where a non-refundable deposit is required to secure and hold services

The above services will remain subject to the respective supplier's cancellation policy. The relevant cancellation policy is available on request from African Savanna Travel at time of booking.

Air Travel:

Air transportation will be economy class unless otherwise stated. The airfare and airport tax, which are quoted, are current and are subject to change without prior warning should the airline impose an increase in rates for

any reason. Should the fare quoted not be available at the time of booking the next applicable fare will be booked and amended costs advised accordingly. Please note that fares may increase between time of booking, time of payment and the ticket being issued. Any increase in air fares shall be payable on demand to African Savanna Travel by the Client.

African Savanna Travel cannot be held responsible should airlines discontinue flights on certain routings or change scheduled timetables resulting in missed connections. Should an amendment in routing or itinerary be necessary, any additional costs incurred will be borne by the Client and shall be payable to African Savanna Travel.

Due to recent international events, many airlines / airports have extended the check in times of both domestic and international flights. African Savanna Travel cannot be held responsible for any delays or circumstances that may result in a client missing their flight or subsequent transfers. Throughout the entire booking process, it is the responsibility of the Client to ensure that enough time has been calculated in order not to miss connecting flights and transfers.

Kindly note:

1. Changes and Amendments: Note that there may be an Amendment or Cancellation fee charged by Airlines for any changes made to flights where tickets have already been issued. These costs will be quoted by African Savanna Travel to the Client as and when applicable.
2. Baggage: Refer to the carrier's website for up to date baggage allowances for all your flights. Baggage charges imposed at the airport is the responsibility of the passenger.
3. Taxes: Airline taxes are subject to change and are confirmed at the time your airline ticket is issued. There may also be a local tax charged at some airports.
4. Schedule Changes: We recommend that you contact the airline to confirm your scheduled departure time 24 hours prior to your flight. Check your departure dates and times on itineraries and ensure that your travel documents tie up with the itinerary, know your travel plan.

Travel Documents:

Travel documents include amongst others airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including amongst others being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documentation carefully and advise us immediately of any errors in names, dates or timings. If you have booked online, you should print out and retain your travel documents as provided to you by us.

Passports:

Passports are required for all passengers including infants for international travel. Your passport must be valid for at least 6 months after your date of return. You will not be allowed into a country if your passport expires before the 6-month period. Your travel documents have to be in the name appearing on your passport. If any traveller's passport has not been issued by your resident Department of Home Affairs at the date of completing the booking form you hereby indemnify African Savanna Travel against any errors that might occur and cost relating thereto.

Dual passport: Should you be a dual passport holder; ensure you travel with both valid passports.

Drivers Licence & Car Hire: Always take your respective national drivers licence along with your international drivers licence when renting vehicles. The driver of the vehicle must have a valid credit card, which has sufficient funds for the applicable security deposit, when collecting the vehicle.

Visas: It is the Clients responsibility to ensure that they have the relevant valid visas prior to departure. It is the client's responsibility to check visa requirements with the consulate or embassy of each country being visited including stopovers/ports and transits. Check all border crossings. If you cross any ocean border, you may need a visa according the maritime law of the country concerned. If visa suppliers do not supply the correct advice, any claims must be made directly to the visa company. If your entry into any country is denied, this can be amongst other a custom, internal security or Home Affairs issue and outside of African Savanna Travel and the visa suppliers control. African Savanna Travel cannot be held liable for any claims resulting from a country refusing your entry and can also not be held liable for incorrect advice given by visa companies, embassies or consulates. African Savanna Travel cannot be held liable for any claims related to working visas.

Travelling with Children:

From 1 June 2015 all children under the age of 18 years require original and / or certified copies of unabridged birth certificates to travel over any South African borders. If travelling with one parent, the child's passport, consent in the form of an affidavit of the missing parent is required as well as an unabridged birth certificate. If travelling with no parents, the child's passport, consent in the form of an affidavit is required from both parents as well as an unabridged birth certificate. Ages of children and infants travelling must relate to the date of travel. Please refer to the South African Department of Home Affairs for full details as this remains subject to change - <http://www.home-affairs.gov.za/>

Travel Insurance:

Travel insurance is strongly recommended for all travel. The majority of airlines and lodges have high cancellation fees/date change penalties and the free insurance offered by credit card companies is not a comprehensive medical and cancellation insurance. If you have any queries or need to lodge a claim, contact the insurer directly.

Health:

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. Check with the relevant embassy whether you may leave the airport at stopovers in countries on your way to your final destination, requirements may differ from your final destination. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical service or specialist vaccination clinic before commencing your travel - <http://www.who.int/countries/en/>

Liability:

To the extent permitted by law, we do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom

we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part.

Complaints:

African Savanna Travel will only consider claims if the dissatisfaction with your travel booking has been brought to our attention immediately and African Savanna Travel were provided the fair opportunity to rectify the situation. Any third party claims must be made directly with the supplier of the product.

Claims against African Savanna Travel must be directed to the Director immediately and not more than 1 weeks after your trip. Stolen luggage must be reported to the airline prior to leaving the airport.

African Savanna Travel is not responsible for death, personal injury, any damages or losses occurring through the provision or omission of a service or product from a third party supplier. African Savanna Travel cannot guarantee the safety standards or satisfactory performance of any supplier even though we take due care and consideration in working with reliable suppliers at all time. Any travel booked is considered to be with your approval and consent to the conditions attached. Any claim that you have on delivery of service must be taken up with the third party supplier.

Privacy Policy:

We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy. We and our third party providers of travel and travel related products and services may disclose your personal information to others where directly connected with facilitating your travel arrangements and bookings and the provision of travel service and products. For example, we may disclose your personal information to airlines, hotels, car rental companies and other service providers in facilitating your travel arrangements. At all times we retain the right to monitor, retain and disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request. We may disclose aggregated information about users and use statistics relating to the Site and aggregated information about our sales and trading patterns to others.

Governing Law:

If any dispute arises between you and us, the laws of South Africa will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of South Africa, and waive any right that you may have to object to an action being brought in those courts.

I acknowledge that I am 18 years of age or older and that I understand and have the legal capacity to enter into this contract and agree with the above terms and conditions.

My decision to make travel arrangements through African Savanna Travel is not based solely on the advice given by African Savanna Travel and I hereby confirm that the travel arrangements were not made under duress.