

# **AFRICA 2000 TOURS - INFORMATION SHEET**

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**Postal Address: P O Box 1204, Hilton, 3245, Natal, South Africa**

## **TERMS AND CONDITIONS**

### **Costing / Deposits/ Final Payments**

Upon confirmation of an itinerary your holiday will be costed accordingly and will be charged as a lump sum covering all aspects listed in the itinerary.

### **Deposit.**

A deposit of 50% of the total cost of the safari is required to confirm the booking, payable immediately. Upon receipt of your deposit reservations will be made.

### **Final Payments**

Final payment will be due 45 days prior to arrival date. Bookings made within 50 days of departure, a full payment is required. Over the December / January period final payment is required 60 days prior to arrival as this is premium high season.

### **Method of Payment**

All payment must be made by wire transfer directly into our bank account unless otherwise stipulated at time of booking.

Certain credit cards are not accepted, **we accept Master card, Visa Card and American Express only** on the South African Rand currency based sections of a safari and on certain foreign currency based sections only. In addition to the client signing our credit card authorisation form we require a photo copy of both sides of the credit card to be faxed to us and posted. AND We will require an imprint of your credit card used, upon your arrival on the safari as security procedures.

When a credit card is used and where payments are authorised in US dollars this payment will be converted to SA Rands by the bank at the rate of exchange as at the time of the transaction, because the rate is ever changing the client may find that the payment reflects the same, or slightly less or slightly less.

We reserve the right to cancel any bookings for which the total amount has not been paid by the due date, being 45 days prior to arrival or Bookings made within 50 days of departure, or 60 days over premium high season (see cancellation terms and conditions).

We reserve the right to cancel or re-schedule any tour departure in accordance with operating requirements or circumstances beyond it's control.

Cancellations of confirmed bookings must be made **in writing** and will be effective on the date the cancellation is received. The following charges will apply:

- a) more than 60 days prior to commencement 30% of total safari cost **plus** any non recoverable prepaid expenses incurred.
- b) 60 days and less prior to commencement 50% of total safari cost **plus** any non recoverable prepaid expenses incurred.
- c) 45 days and less prior to commencement 100%. During high season December / January 60 days and less 100%

Amendments to itineraries may result in additional cost payable in full 45 days before commencement of the safari. No amendments to itineraries will be accepted less than 30 days prior to commencement of the safari.

"Enrolment in and any payment for a tour shall constitute agreement and acceptance by the passenger of our terms and conditions. No variation of this agreement shall have any force or effect unless reduced to writing by a member of the Close Corporation.

Should you fail to join a safari or join after a departure date, or leave the safari prior to its completion, or fail to use any prebooked arrangements, no refund will be made. Should any changes to the itinerary be made by the client whilst on safari this will incur administrative consequences amounting to R400 per change to a maximum of 10% of the value of the safari.

"Tariffs are subject to change without prior notice until receipt of full payment. However, once full payment is received, the tour package prices are guaranteed with the exception of such increases as fuel surcharges or increases, taxes, charges or levies imposed by the government these items affecting the cost of the safari"

Please arrange for payment to be made net of any bank charges.

Kindly advise us by email of transfer date so that we can follow up and confirm.

Banking details will be sent by fax for internet / email security reason

### **Inclusions / Exclusions**

These will be outlined in detail in your final itinerary.

Our prices do not include telephone calls, personal laundry, gratuities to the guides or anyone else performing a personal service to you, and any other items of a personal nature unless specified.

All prices quoted include Government Value Added Tax at the percentage rate at time of booking. Should this rate change your cost will be altered accordingly. Should the flight costs change between quotation and booking and issuing of the tickets this would have to be adjusted accordingly.

### **Insurance**

Africa 2000 Tours does not automatically provide insurances and will not be held liable for any loss of baggage or incidents resulting from non insurance by the client. It is the full responsibility of all clients to be insured for personal accident, death, medical emergency, loss of baggage, travel and / or rescue expenses, cancellation and curtailment.

The carriers, hotels and other suppliers who supply services on tour are independent contractors, they are not agents, employees or servants of the operators or their associated companies. Africa 2000 Tours are not responsible for any criminal conduct by third parties.

### **Visas / Passport**

Provision of visas \ passports is the responsibility of the client.

We will notify you of you visa requirements, however it is then the clients responsibility to ensure that they have valid visas for all countries covered by your itinerary should they be necessary. While we will gladly assist and advise you on these requirements, we accept no responsibility for any inconvenience incurred by yourself, should you fail to acquire the necessary visas / or travel documents prior to your holiday.

### **Medical**

We will notify you of what inoculations are required and if you require a malaria prophylactic. Please note that you are strongly advised to consult your doctor in connection with the necessary malaria prophylactics that should be taken.. The responsibility is on the client to ensure that all medical requirements are provided.

In the event of withdrawal from a tour after commencement for reasons of illness, you must obtain a medical certificate in support of any insurance claim. No refunds can be made for absences from a tour.

### **Special Requests**

Special requests must be made at the time of booking. Africa 2000 Tours will endeavour to comply with the special request. However, the company cannot guarantee that they will be met.

### **Delays**

The company does not hold itself responsible nor can it be held responsible for any delays prior to departure or, during the course of any tour , whether brought about by technical difficulties, strikes, weather conditions or any other circumstances whatsoever, whether foreseen or unforeseen. It is understood that any expenses relating to these unscheduled extensions (eg. Hotel, meals, airfares, telephone calls etc) will be for the passengers account. However through constant monitoring of each holidays progress Africa 2000 Tours will do their utmost to make sure that such delays do not occur.

### **Responsibility**

Africa 2000 Tours acts as an agent only in producing and operating the holiday, and on condition that it shall not be liable for any loss, damage, injury, accident, delay or any other irregularity that may be occasioned by any defect in any vehicle, or other form of conveying passengers, carrying out the arrangements of the tours, or otherwise in connection therewith. However through constant monitoring of each holidays progress Africa 2000 Tours will do their utmost to make sure that all runs smoothly.

“Handicapped passengers must be accompanied by a person capable of providing all assistance required provided that they will not require any special assistance from the personnel of Africa 2000 Tours.

Children under 18 years must be accompanied by an adult.

### **Indemnity forms**

All guests will be required to sign an indemnity form for Africa 2000 Tours and for some of the venues they visit.

## **WHAT YOU SHOULD KNOW**

### **Accommodation**

All operators, guides, carriers and other suppliers are well researched and reputable. The accommodation is well reviewed in advance and only the best Guest Houses, Bed & Breakfasts and hotels are used, in accordance with your budget .

### **Exclusivity**

All safaris are totally tailored to our clients budget and taste. Each safari is individually planned.

### **Group Size**

Your safari will comprise only of the people in your party, i.e a couple, family or a party with friends. Unless otherwise arranged in order to save on cost.

### **Itinerary**

Each itinerary is planned in accordance with your budget, areas of interest, likes, dislikes and degree of luxury required, with emphasis on attention to detail. All itineraries are extremely detailed in order that our clients know exactly what to expect regarding inclusions and exclusions.

### **Travel Documents**

Documentation is only prepared on receipt of full and final payment. The full documentation will then couriered or emailed to you. Thereafter all passengers will be personally responsible for ensuring that they are in possession of their documentation, visas, health, foreign currency requirements prior to departure. Take two photocopies of your passport and air tickets prior to departure. Give one copy to a relative or friend in your home country and keep one copy in a safe place in your luggage.

### **IMPORTANT INFORMATION FOR TRAVELLERS TO SOUTH AFRICA**

Please note that with immediate effect, anyone traveling to South 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). Passports must also be valid for at least six months.

Passengers traveling to South Africa with passports which do not comply with these requirements, will either be stopped from boarding the aircraft or risk deportation on arrival in South 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.