

AFRICA VOYAGES

Booking Terms and Conditions

General Notes: Preliminary & Interpretation

1.1. In this document, the following terms (or those similar) shall have the following and corresponding meanings allocated to them:

a. "Company" shall denote Accelerating Agencies (Pty) Ltd t/a Africa Voyages, including all parties associated to them, including but not limited to: shareholders, directors, employees, associates, members and affiliates.

b. "Client" shall denote the person or persons who booked a tour with the Company either directly, or via a travel agent or tour operator, and will partake in said tour.

c. "Subcontractor" shall denote any individual person or company that is contracted by the Company for any services relating to accommodation, activities, transfers or associated activities comprising part of any itinerary arranged by the Company.

1.2. The utilisation of Subcontractors:

a. The Company does not provide any direct services to the Client; it acts as a booking agent only that compiles tour packages for its Clients. Subcontractors are appointed by the Company to carry out the services as listed in any itinerary arranged by the Company.

b. The Company does not have any direct control over the services provided by the Subcontractor. Therefore, under no circumstances will the Company be held liable, or take any responsibility, for the following (including but not limited to): any loss, damage, additional expenses, delay, cancellation or irregularity, that may result from error, circumstances beyond the Subcontractor's control, or omission on behalf of the Subcontractor.

c. Nevertheless, the Company makes every effort to utilise the services of Subcontractors of good quality and reliability in order to ensure to its best ability that arranged tours are carried out as planned.

1.3. The Company shall not accept liability for the following (including but not limited to):

a. Any alterations, omissions, errors or delays occurring prior to tour commencement, or during the course of the tour, as a result of technical/logistical difficulties, climatic conditions, communication breakdown, unrest, war, or any other circumstances beyond the Company's control. Africa Voyages reserves the right to occasionally change routes and schedules according to unforeseen circumstances that may arise.

b. Any additional costs or expenses incurred as a result of point 3 (a) above. These additional costs are for the Clients' account.

c. Any cancellation or curtailment of a tour resulting from the personal circumstances of the Client, such as death or illness.

d. Any damages of any kind, including but not limited to: personal injury, death, medical and repatriation expenses, damage to property, delays, theft, inconvenience and any other losses.

e. Any charges that show or occur on the credit card of a Client, that are not charged directly by the Company, for example, a charge effected by a hotel. The correction or reversal of such a change is the responsibility of the Client.

1.4. Comprehensive travel insurance to cover tour cancellation or curtailment, emergency evacuation, medical and repatriation expenses, damage/theft/loss of personal luggage, money and goods, is excluded and it is sole responsibility of the Client to obtain at the time of confirmation. This is compulsory for all bookings made through Africa Voyages.

1.5. The Client binds his/her dependents, beneficiaries, representatives, executors and administrators to the terms and conditions as stipulated in this document and thereby agrees to indemnify and release the Company from any and all liabilities and/or claims that may result from booking or participation in any arranged tours.

1.6. Where there is doubt about the meaning of this document, the words will be construed against the person/party who prepared and drafted this document.

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Terms of payment

- 2.1. Please use your Invoice number as Reference when making any payments.
- 2.2. A 30% NON-REFUNDABLE DEPOSIT IS REQUIRED TO SECURE A BOOKING.
- 2.3. FULL PRE - PAYMENT / SETTLEMENT OF OUTSTANDING BALANCE to be received 60 DAYS PRIOR TO COMMENCEMENT OF TRAVEL DATE. Failure to comply with our terms of payment may result in this reservation being cancelled, in which case our cancellation policy will apply.
- 2.4. Full payment for international flights is required at the time of confirmation e.g. Air Botswana or SA Airlink JNB / MUB or MUB / JNB. We are not able to guarantee any flights before receipt of payment as seats are often held for a limited period of time, before ticketing is required; this is a time sensitive issue. Air tickets are considered non-refundable unless otherwise specified. Please confirm the details with your consultant at the time of booking.
- 2.5. Any additional costs incurred or extras must be settled direct with the supplier upon check-out by the Client. Africa Voyages will not be held liable for additional expenses.
- 2.6. Any and all transfer fees and charges incurred in the process of making payment to Africa Voyages shall be borne by the Client, irrespective of method or form of payment.
- 2.7. The onus is on the Client to ensure payment is affected and to confirm payment details directly to Africa Voyages.
- 2.8. Confirmed bookings are Non-Transferable.
- 2.9. The company will not provide tickets, coupons, vouchers or documents until payment has been received in full.
- 2.10. No client will be permitted on safari without payment in full being received by the company.
- 2.11. Should a booking be confirmed and the number of the people in the group and/or number of rooms be reduced, our standard cancellation policy will take effect.

Cancellation of Individual Bookings

- 3.1. The cancellation policy of the Company comes into effect at the time of a booking being confirmed in writing to the Company, and acknowledgement of receipt of the confirmed booking by the Company. This also applies before such time that the 30% deposit is received.
- 3.2. Cancellation of a booking must be made in writing to the Company, and shall only be deemed effective upon the Company's positive confirmation and acknowledgement of receipt to the Client.
- 3.3. The cancellation policy and associated charges are set out as follows:
 - a. For cancellation of a confirmed booking 61 days or more before commencement of travel date, the full 30% (thirty percent) non-refundable deposit is forfeited;
 - b. For cancellation of a confirmed booking 31 to 60 days prior to commencement of travel date, 50% (fifty percent) of the total booking payment is due and payable; and
 - c. For cancellation of a confirmed booking 30 days or less prior to commencement of travel date (including any "no shows"), 100% (one hundred percent) of the total booking payment is due and payable.
- d. Where a Subcontractor has a cancellation policy different to that of the Company, the cancellation policy of Subcontractor holds. Please confirm the details with your consultant at the time of booking.

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3.4. Air tickets are considered non-refundable unless otherwise specified. Flight schedule changes, missed or delayed flights are non-refundable, as are the associated travel services (such as accommodation, transfers, activities) as per our cancellation policy. Any resulting additional costs incurred are for the client's account, as per our Terms of Payment.

PLEASE NOTE: Verified circumstances, leading to cancellations, will be viewed with complete fairness.

PLEASE NOTE: No refund will be made to:

- a. Clients that fail to arrive on the set commencement of travel and services date;
- b. Clients that start their trip after commencement of travel and services date; or
- c. Clients that leave before its completion.

Important Notes

4.1. Unless otherwise specified by your consultant, no provisional bookings are made for quotes. Quoted costs are therefore subject to change at the time of booking confirmation as a result of, but not limited to: exchange rate fluctuation; changes in government or other taxes, levies, or regulations; availability; or any other influences beyond the control of the Company.

4.2. Accommodation and services are subject to availability at the time of booking. Should the accommodation of choice not be available, your travel consultant will suggest alternative options within the style and budget of the original request.

4.3. Provisional bookings are only held for a period of 7 to 10 days, at which point the booking will be automatically cancelled unless otherwise agreed upon in writing or providing the deposit payment has been received and confirmed.

4.4. It is the responsibility of the Client, during the quotation process, to advise the ages of any children travelling as this may restrict the accommodation options available and may affect the quoted price. Some properties may require that a private vehicle be booked, or that children below the age of 21 share with an adult.

4.5. It is the responsibility of the Client, during the quotation process and prior to confirmation, to advise of any pre-existing medical condition or illness as well as the nature of such conditions. It is the Client's responsibility to consult with his/her medical practitioner regarding their participation in the tour and its associated activities, and to attend to these conditions for the duration of the tour. It is the Client's responsibility to arrange from home any necessary prescribed medication and to carry this medication in their hand luggage for the duration of the tour.

4.6. It is the responsibility of the Client, during the quotation process and prior to confirmation, to be aware of any vaccination, passport, visa and insurance requirements and to timeously obtain the necessary documentation required for entry into any particular country.

4.7. All quotes exclude international flights and visa fees.

4.8. A minimum connection time of 2 to 3 hours should be allowed for international flights, such as flights between Johannesburg / Maun / Victoria Falls / Windhoek etc.

4.9. In such cases where the Company is requested to book International or Domestic Scheduled flights, it is the responsibility of the Client, at the time of booking, to advise the full names and surnames of the travellers as per their passports. Any incorrect ticketing and resulting costs incurred as a result of incorrect information dissemination will be for the Client's account.

4.10. Upon confirmation of a booking, the Company will request a list of information with respect to all travellers in order to correctly confirm the booking with the various Subcontractors.

4.11. It is the responsibility of the Client to check all travel documents supplied by the Company, including but not limited to: the itinerary details, travel vouchers, air tickets etc., to ensure all details are correct, and to be familiar with all inclusions and exclusions.