

HOW TO BOOK

After you have decided on the safari of your choice, send us an Email or fill out the booking form and send it to **African Big Five Safaris**. A deposit of 30% of the applicable fare will then be required. You will be given a receipt for this. The booking is then confirmed and accepted by us where we then forward the confirmation invoice to you. The deposit will be refunded if **African Big Five Safaris** cannot offer you a place. Please note that reservations cannot be made without a deposit. Final payment is **due six weeks prior** to the date of departure.

I. THE CONTRACT:

In this Contract the following words shall have the corresponding meanings unless the context otherwise indicates and the same meanings shall be applicable **mutatis mutandis** to the booking conditions:

- **The Company** means **African Big Five Safaris**.
- **The Client** means **the person who accepts the booking by signature**.
- **Persons under His Authority** means all persons accepted for a safari on the application of a client.

2. The client who signifies the acceptance of a booking does so on behalf of himself/ herself and persons under his/her authority, and warrant that he/she has authority to enter into a contract on behalf of the other person included in such a booking and in event of the failure of any or all the other persons so included to make payment, the person making the booking shall by his/her signature thereof assume personal liability for the total price of all bookings made by him/her.

All bookings are made with **African Big Five Safaris** and no person has any authority on its behalf to vary any of the terms and conditions which are applicable.

3. A non-refundable deposit of 30% for each person is required after submitting the booking application form. The booking fee is accepted as part of the inclusive fare and will only be refunded if the applicant cannot be accommodated.
4. The full amount due by the client to the Company shall be payable not less than six weeks prior to the date of departure. If the full amount is not paid in due time, the Company reserves the right to treat the booking as cancelled. Otherwise proper communication should be made to the company. Late applicants however may join the tour on an "accommodation available" basis.

5. **CANCELLATIONS:**

Cancellations are only effective on receipt of written notification. If a booking is cancelled, **African Big Five Safaris** shall retain the full deposit and a cancellation fee will be payable by the client as follows:

61 days and above	-	30% of the tour cost
46 - 60 days	-	40% of tour cost
31 - 45 days	-	60% of tour cost
0 - 30 days	-	100% of tour cost

Cancellation insurance is compulsory for all African Big Five Safaris services. It is the client's responsibility to arrange cancellation insurance. Should a client fail to join a tour after a departure or leave prior to its completion, no refund or liability will be accepted by African Big Five Safaris.

6. **CHANGE OF BOOKING:**

After the booking has been confirmed, should you wish to change to an earlier

departure date, you may do so subject to availability by paying a transfer fee of US\$25.

6. CHANGES TO SCHEDULES:

The client is aware that the itineraries are flexible and will depend on local conditions. The Company will not accept any claims of any nature including consequential damages as a result of any accommodation or other facilities, made or becoming unavailable on tour. The client hereby indemnifies and holds the Company harmless in respect of any such claim. The Company reserves the right to cancel any tours without prior notification, in such events, all monies paid will be refunded in full which shall constitute the full extent of the Company liability to the client and persons under his authority.

7. REFUNDS:

The Company uses its best endeavours to ensure that all anticipated accommodation is available as planned, there shall be no claim of any nature whatsoever against the Company for a refund either in whole or part, if any accommodation or excursion is unavailable and a reasonable alternative is not found. If the guest is unable to use any service provided in the itinerary, then there are no refunds due. The Company will not entertain complaints due to Loss of enjoyment where the full land arrangements have been provided.

8. BAGGAGE:

The client is aware that the baggage is restricted to 12kg in a soft bag (this includes camera equipment and carry-on bag) due to safety and limited space. The Company can in most cases, arrange for extra baggage to be stored or taken to the camp, lodge or hotel at an additional cost if required. All baggage and personal effects are at all times the clients risk and the Company cannot accept liability for any loss of baggage or personal effects.

9. TRAVEL DOCUMENTS

a) The client acknowledges that it is his responsibility to ensure that he/she is in possession of the necessary valid travel documents, passport, visas, vaccination certificates, etc.

b) Even though African Big Five Safaris will endeavour to assist the passenger in this regard, such assistance should be at the Company's sole discretion, the client acknowledges that in so doing, the Company is not assuming any obligation or liability, and that nevertheless the responsibility to ensure that the aforesaid documentation is in order and complies with such lawful and other requirements to enable the client to

enjoy the benefits of the tour, remains the client's.

c) The client acknowledges that the Company will not be held liable to a refund of the tour fare or compensation, should the client be refused entry into a country for any reason.

10. **INSURANCE:**

Comprehensive travel and medical insurance is compulsory for guests booking with **African Big Five Safaris**. The client acknowledges that it is his responsibility to take insurance. The client undertakes to take comprehensive travel insurance to cover his/her personal requirements.

This insurance should include cover in the respect of, but not limited to, the following eventualities: cancellation and curtailment of the safari and services booked, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of [personal baggage, money and goods.

African Big Five Safaris, including their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guests, or guest's dependants or traveling companions, with regards to, but not limited to, any of the above mentioned eventualities. Guests will be charged directly by the relevant service providers for any emergency services they may require.

Please note that credit card travel insurance is inadequate for a safari.

11. **INDEMNITY**

a) Neither African Big Five Safaris (the Company) nor any person or agent acting for, through or on behalf of the Company shall be liable for any loss or damage whatsoever arising from any cause whatsoever and without restricting the generality of the foregoing shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its website, literature or information sources, loss or damage caused by delays, sickness, theft, injury or death.

In addition the Company shall have the right at any time at its discretion to cancel any safari and services or the remainder thereof or make alterations in route, accommodation, price or other details and, in the event of any safari and services being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other cause whatsoever, the extra expenses incurred as a result thereof shall be the responsibility of passenger.

The Company may at its discretion and without liability or cost to itself at any time cancel or terminate the guest's booking and in particular without limiting the generality of the foregoing it shall be entitled to do so in the event of the illness or the illegal or incompatible behavior of the guest, who shall in such circumstances not be entitled to any refund.

The client undertakes and agrees that he/she will, at all times, comply to a reasonable code of conduct during the safari and will not in any way constitute a nuisance to the other persons on tour.

b) The client acknowledges that the services arranged by the Company, whether in civilized or remote areas by plane, vehicle, train, dugout canoe, canoe, boat, horseback, other conveyance or by foot, contains inherent risks of injury, illness, death, or loss and damage to property, which may be caused by forces of nature, accidents, wild animals, negligence of others, and other causes known or unknown.

c) The client acknowledges that such risks may be present at any time before, during or after the tour arranged by the Company and that; medical services and facilities may not be readily available during the tour.

d) The client expressly assumes any and all risks with respect to the activities and circumstances described herein and agrees not to sue African Big Five Safaris on account of any losses, claims, costs, liabilities or damages.

e) The client agrees not to allege the unenforceability of this Agreement or part thereof. In the event of any competent authority finding that any portion of this Agreement is unenforceable, the remaining portion shall remain in full force and effect. The client agrees that the foregoing obligation shall be binding.

12. FACTORS OUTSIDE THE SAFARI COMPANY'S CONTROL:

The client is aware that unforeseen circumstances due to road conditions, weather, mechanical breakdown, accident, border closure, political situations etc are beyond the control of the Company and can delay and change the performance of the safari.

The cost of flying back home, alternative accommodation, food, personal expenses and all resulting costs are to be borne by the client. The client is aware that insurance is compulsory to participate on all tours and acknowledges that it is responsibility to take comprehensive travel insurance. African Big Five Safaris will accept no liability whatsoever.

13. HEALTH:

The client acknowledges being aware of the proposed itinerary and it is the client's obligation to ensure that he/she is medically fit and able to embark upon such a tour.

14. PRICE INCREASE:

African Big Five Safaris reserves the right to increase their tour fares due to any increase in fuel costs, game reserve entry fees, fluctuation of exchange rates, etc.

15. CONSENT:

The payment of the deposit OR any other partial payment for a reservation on a safari constitutes consent by all guests covered by that payment to all provisions of the conditions and general information contained on this website, literature or information sources whether the guest has signed the booking form or not. The terms under which you agree to take these safaris, cannot be changed or amended except in writing signed by an authorized member of the Company.

16. AGE LIMITS ON SAFARIS:

Please consult us regarding age policies at the time of booking. If a guest lies about their age, we reserve the right to terminate the safari without compensation.

17. PRIMATE TRACKING

There is a possibility that an individual traveler may be prohibited from tracking on the day of a scheduled excursion because of an illness that might be transmitted to the primates or for some other health-related condition. Only travelers in good health are permitted to track primates, and the decision whether or not a traveler will be allowed to participate in a primate tracking excursion will be made on the day of the excursion by the local guides and trackers, whose decision in such matters is final.

No guarantee can be made that primates will be seen on any primate tracking tour. In light of the foregoing, each traveler should be made aware that in the event that they are prohibited from visiting the primates because of ill health, the cost of the primate tracking permit and all of the other costs associated with the trip to the primate tracking area (including air fare, hotel accommodation costs, etc.) are not refundable for any reason in the event that primates are not seen on a primate tracking tour. The minimum age limit for gorilla tracking participants is 15 years.

18. WHAT IS INCLUDED/EXCLUDED IN THE PRICE

All mentioned or quoted prices for you are inclusive of:

- Ground transport per comfortable 4WD safari vehicle
- Visit to all mentioned places as per itinerary
- The service of an experienced English speaking driver/guide
- National park entrance fees
- Chimp and Gorilla permits where required
- Activities that are mentioned in the itinerary, except for the **optional** activities
- Overnight in the mentioned accommodations, based on a twin or double room
- Full board (breakfast, lunch, dinner)
- Bottled mineral water in the vehicle
- Government taxes
- Ranger guide fees

Not included are:

- International flight
- Visa (available at the airport)
- Meals and snacks that are not mentioned in the itinerary
- Beverages other than the bottled mineral water in the safari vehicle
- Tips and gratuities for the guides
- Laundry
- Optional activities that are mentioned in the program
- Items of personal nature
- Travel insurance
- International transaction costs

In most cases we mention the extra charge of optional activities in an itinerary. If not, or if it is not clear for you, please contact us for the additional fee.