



Terms & Conditions

1. Payment & Deposit Terms

- All reservations must be made and confirmed in writing by email.
- You will receive a quote (costed itinerary) for a tailor-made safari which will remain valid to the date stipulated on the quote. On acceptance of this quote Bold Travel will require a 30% non-refundable deposit to confirm the safari and full payment 90 days prior to the start of the safari.
Should full and final payment not be received by 90 days prior to the safari, we reserve the right to release the booking.
- We also reserve the right to increase the deposit payable for confirmation, should any third party supplier require a deposit in excess of 30%.
- Please note that we can only hold unconfirmed reservations for a strictly limited amount of time.
- Bookings made within 2 months of departure date can only be held on an unconfirmed basis for 5 days.
- Bookings made prior to two months before the departure date can only be held on an unconfirmed basis for 14 days. A week prior to the release date, an email will be sent to check on the status of the booking. If no response is received by Bold Travel, the provisional booking will be released without any further notification.
- Changes to confirmed reservations made within 90 days prior to the safari departure will be charged according to the cancellation penalties outlined below.
- Upon receipt of final payment the company will issue all relevant travel documents with fully confirmed status. Any changes thereafter are subject to availability and to cancellation fees, whichever is applicable (see below).

2. Cancellations and Refunds

- Cancellations & postponements of confirmed safaris are only effective on receipt of a written notification, whereupon the deposit is forfeited.
- In the event of the cancellation or postponement of a confirmed safari, you will immediately become liable for a percentage of the full safari cost, as set out below:
Confirmed safaris cancelled 90 days prior to arrival – full deposit is forfeited
Confirmed safaris cancelled 60 to 30 days prior to arrival – 50% of full safari cost is payable
Confirmed safaris cancelled less than 30 days prior to arrival - 100% of full safari cost is payable
- Should you fail to join the safari or join it after the departure date, no refund can be made.
- Please note that if the reason for cancellation or postponement falls within the terms of any holiday insurance that you are holding, then any such charges will normally be refunded to you by the insurance company, subject to the terms of the insurance. We strongly recommend that all clients traveling with Bold Travel obtain full travel insurance valid from the date of confirmation of the safari, which will cover claims for any cancellation charges.
- Some safaris may incur additional cancellation fees (especially Gorilla Safaris). There will be no refund for any unused portions of a safari once it has commenced. Cancellation



penalties on airfares and gorilla permits are additional and may not be included in the above cancellation charges.

- Gorilla Permits – Deposit to confirm USD \$500 per gorilla permit. Cancellation before 60 days prior to trekking – loss of 50% deposit. Cancellation less than 60 days prior the trekking – loss of 100% of deposit.
- Some of the camps, hotels and lodges have special cancellation clauses during the year, for example at Christmas and New Year. These will be advised at time of booking. They will in turn form part of these terms and conditions of business.

3. Ground Handling Waiver

- In the event of any cancellations, change or delay to client ground handling arrangements by any of our suppliers (including, but not limited to, flights and transfers and accommodation bookings), Bold Travel will make every effort to assist clients with rearrangements in the field to minimize disruption to client itineraries. It must, however, be expressly understood that any costs incurred by Bold Travel in this regard, will be passed directly onto the client or agent.

This includes any missed connections, the returning of lost luggage to clients, as well as any requested changes to the itinerary made after the safari has started.

- We strongly recommend that clients are insured for such eventualities.
- Bold Travel is not responsible for any travel arrangements made directly by the client involving any supplier of any services, other than bookings made through Bold Travel.
- We reserve the right to pass on all costs incurred, including an administration charge, if we are obliged to make any arrangements whatsoever with respect to these bookings. All such charges must be settled by the client direct to the relevant supplier at the time of the booking, unless a written agreement is received by Bold Travel from the agent stating that the agent is responsible for payment of all such charges.
- Bold Travel will assist clients where possible and will endeavor to inform agents in advance of any such charges but we do not guarantee to do so. In the event that an agent was not informed in advance, the client will be responsible for paying the full charges at the time of booking.

4. Refunds

- Whilst the company strives to ensure that all anticipated accommodation is available as planned, there can be no claim whatsoever against the company for a refund either in part or whole, if any accommodation or excursion is unavailable or the client was unable to use that service. If any accommodation is unavailable, Bold Travel will make every effort to find a suitable alternative.

5. Baggage

- Passengers in East Africa are limited to soft bags and with a maximum total weight of 15kgs. Limitations are strictly adhered to on all domestic flights and regional flights to other East African countries. This limitation includes hand baggage.
- Passengers in South Africa can carry hard suitcases, one per person weighing max 20 kgs.
- Should guests arrive with excess baggage without prior warning to the company, their baggage may be delayed, as the company may have to fly the baggage into their



safari destinations at a later stage and at a considerable cost to the client.

- Should guests know and inform the company in advance that they will be carrying baggage in excess of the given limit, Bold Travel will quote the extra costs involved.

6. Risks

- Bold Travel and its agents act only as agents for the passenger with respect to services provided.
- The company applies all reasonable checks to ensure that those involved in the preparation and provision of services outlined in the booked itinerary maintain appropriate standards of safety, hygiene and customer care.
- Bold Travel specifically draws your attention to the fact that there are certain inherent risks involved in participating in the type of safaris sold and operated by the Company and that, by making payment for all or part of the safari cost, you are thereby accepting them entirely at your own risk.
- Neither the Company, its employees, suppliers nor agents can be held responsible for any accident, injury, illness or death sustained during the course of the safari, whether or not this accident, injury, illness or death is deemed to be caused through negligence on the part of the Company, its employees, suppliers or agents.
- Bold Travel does not accept responsibility for any theft or loss of personal belongings that occurs while clients are staying either at a camp / lodge booked by Bold Travel or on any service provided by Bold Travel or through any service booked by Bold Travel and provided by a third party supplier.
- All clients are strongly advised to insure themselves and their property fully for the duration of the safari.
- Medical Insurance including Emergency Evacuation Cover is mandatory for any safari booked through Bold Travel, the booking agent is responsible for ensuring the cover is in place and providing Bold Travel with full details of the cover for each client in advance of the safari.
- Bold Travel is not responsible for covering any costs incurred for medical treatment or any evacuation for clients while on safari, nor are we responsible for any complications which may result from a delay in arranging the medical evacuation.

7. Travel Documents and Health

- The onus is on the client to ensure that passports, visas, travel permits, health certificates, inoculations or other documentation required for the trip are obtained and are in order.
- The Company, their Staff and Agents cannot be held responsible for any failure by you to comply with such requirements.
- It is the responsibility of the agent and the clients to take all appropriate medical advice prior to departure as to whether or not the client is fit enough to undertake the trip booked.
- Cancellation charges will be applied if a confirmed trip is cancelled for this reason.

8. Force Majeure

- "Force Majeure" means, in relation to the Company, any circumstances beyond the reasonable control of the Company (including, but not without limitation, war or threat



of war, sabotage, civil disturbance, or requisition, acts of God, fire, accident, flood or explosion, sickness, quarantine, Government intervention, weather conditions or other untoward occurrences).

- If the Company is affected by Force Majeure it shall as soon as practicable notify you of the nature and extent thereof.
- The Company shall not be deemed to be in breach of these terms and conditions or otherwise be liable to you, by reason of delay in performance, or by non-performance of any of its obligations hereunder to the extent that any such delay or non-performance is due to any Force Majeure.
- If the Company is affected by Force Majeure it shall be entitled to and may in its absolute and sole discretion, cancel or vary any arrangements or itinerary in relation to the safari. Payment of any refund by the Company as a result of the non-performance of any of the Company's obligations hereunder shall remain in its sole and absolute discretion although the Company shall use its reasonable endeavors to reimburse you where possible. However, the Company shall be entitled to deduct from any refund recoverable the reasonable actual and potential costs to the Company of the Force Majeure.
- Regarding Civil unrest, once the Company has investigated the prevailing situation as it deems fit, it shall remain in the Company's sole and absolute discretion whether to proceed with the safari. You may in such circumstances cancel the trip. However, if, after having made all reasonable and proper inquiries, the Company is of the opinion that the trip may proceed, no refund will be payable to you and the provisions under refunds will apply.

9. Surcharges

- Although the Company hopes that it will not have to levy surcharges, it reserves the right to do so on the invoiced amount should this become necessary due to increases forced upon us by any of our agents or suppliers as well as through exchange rate fluctuations, new government levies or taxes, changes in Park, Reserve, Conservation Area or Community fees. The Company will endeavor to notify you in writing as soon as it is aware of any likely surcharge. This surcharge will apply to all confirmed and invoiced safaris, regardless of whether payment has been received or not by Bold Travel.

10. Airlines

- Carriage by the airlines concerned is subject to the terms and condition of the carrier with whom you are traveling and to international conventions. The Company has no control and accepts no liability whatsoever for cancellations or delays which are subject to operational decisions by the carriers.
- All flights are subcontracted to independent aviation Companies who are entirely responsible, and therefore liable, for all aspects of the flying operation. Bold Travel cannot guarantee that the flight times detailed in the itinerary will not change at short notice.
- All airfares quoted within Bold Travel are current as at the date of the tour quotation. Bold Travel is not responsible for any changes in airline schedules, airfares, cancellations, loss or damage to baggage and overbooking. All claims for any loss or injury suffered on any airline must be made directly with the airline involved.



11. Inclusions and Exclusions in the Itinerary Cost

- The price includes all details listed on your brief itinerary except where noted as an option or specifically noted as an exclusion.
- Never included in our costs are shop items and other personal expenses, tips, gratuities to drivers and guides and visa fee.
- Any activity details in your itinerary as 'optional', will be extra to your account.

12. Transportation and Guides

- The company shall provide the services of subcontracted transport options such as aircraft, safari vehicles or alternatives as it considers necessary, based on considerations such as suitable routes to be taken, conditions of roads and the number of clients traveling in one party.
- Bold Travel reserves the right to alter any such arrangements made, including the proposed route to be taken according to weather or local conditions.
- Bold Travel reserves the right to employ the services of sub contractors to effect transportation and the services of drivers and professional guides where and when requested.

13. Notice of enforceability

- Please Note: When you book travel related services with this Company or its agents, you are entering into a binding agreement that assumes all terms and conditions are fully understood as stated in any Company documents. The agent is responsible for ensuring that they are fully aware of the latest Terms and Conditions.