



5 Day Gorilla Trekking Rwanda Deluxe



KIGALI



VOLCANOES NATIONAL PARK

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Kigali - Volcanoes National Park

5 Days / 4 Nights

Group Size: 02 Guests

Reference: 5DGTRD

Date of Issue: 29 October 2024



[Click here to view your Digital Itinerary](#)

Introduction

A wildlife adventure unlike any other, this itinerary offers the chance for close encounters with mountain gorillas and beautiful golden monkeys. Hike the densely forested slopes of Rwanda's picturesque Virungas Volcanoes in search of the world's largest population of wild mountain gorillas. Gaze out onto Soaring Mountain slopes enveloped in lush and tropical vegetation. Immersed in this dramatic natural setting, enjoy the opportunity to watch the intriguing interaction between gorilla families or set out in search of troops of enchanting golden monkeys. This itinerary is ideal for anyone eager for a glimpse of these great primates while undisturbed in their beautiful natural setting.

Highlights for the itinerary

- Gorilla trekking in Parc Des Volcano National Park ☑ Local hospitality

Accommodation	Destination	Basis	Room Type	Duration
The Retreat by Heaven	Kigali	B&B	2x Luxury Pool Villa	1 Night
Wilderness Bisate	Volcanoes National Park	FI	2x Twin/Double Villas	3 Nights

Key

B&B: Bed and Breakfast

FI: Fully Inclusive - Bed, All Meals, Fees and Activities

Day 1: The Retreat by Heaven, Kigali

Kigali

Rwanda's capital and biggest city stretches across lush undulating hills surrounded by towering mountains, the largest of which is Mount Kigali, rising 1850 metres above sea level. Kigali is the country's financial, commercial and cultural hub, served by an international airport and featuring a wide range of accommodation options. It also offers a collection of restaurants and points of interest, including the Kigali Genocide Centre, an atmospheric market and numerous craft shops. With its interesting architecture, busy streets, meandering boulevards, and green hillsides, Kigali is said to be one of the most attractive cities in Africa and is definitely worth a visit.

Day Itinerary

Upon arrival, an Akagera Aviation representative will greet you warmly, easily identifiable with an &Beyond welcome sign. With a guiding presence, you'll be led through the arrival hall and swiftly escorted to the immigration counter. Afterward, you'll be taken to a peaceful lounge, where comfortable seating and refreshing drinks await, offering a calming start to your journey while your luggage is collected.

Once your bags are gathered, the representative will escort you to the car park, where your &Beyond guide awaits. From there, you'll be transported from Kigali International Airport to the tranquil sanctuary of The Retreat by Heaven. Here, you'll settle into a spacious Deluxe King Room with a private ensuite bathroom, setting the stage for a serene night's stay. Enjoy a daily complimentary minibar, an amenity plate, a refreshing breakfast, and a welcome 30-minute massage to ease you into your surroundings.

Overnight: The Retreat by Heaven [View iBrochure](#)

Town & Country and The New York Times describe The Retreat in Kigali as one of the top boutique hotels of the world. The American owners of Heaven Restaurant created The Retreat, a 20-room luxury boutique hotel located on a tree-lined residential street steps from Kigali City Center and 20 minutes from the airport. 8 new luxury pool villas are now open where King Charles III stayed in June 2022! The Retreat is Kigali's first eco-friendly resort and features solar electricity, organic toiletries, locally-crafted furniture from a Tanzanian sustainable teak farm, outdoor showers, private terraces, a yoga and meditation deck, spa, large heated saltwater swimming pool with hot tub and diving rocks, and an open-air fitness center. Fusion Restaurant and its Swahili-inspired bar, located at The Retreat, offers delicious farm-to-table international cuisine, while Heaven Restaurant (reached through The Retreat's "Stairway to Heaven") offers an innovative modern African menu. The Retreat is the perfect choice to host guests for first 2 nights or several days as visitors enjoy innovative, curated cultural experiences and exciting activities onsite and around Kigali. From public health to hospitality, co-owners Alissa & Josh Ruxin created Heaven Restaurant in 2008 to provide jobs and vocational training in hospitality, to date, Heaven and The Retreat have trained over 3,000 Rwandans.



Luxury Pool Villa

Room size (Indoor and outdoor private living space): 120 m²

This room features:

1 King Bed (Emperor King size - 2 meter x 2 meter)

(All beds can be configured as Twin setup; 2 pool villas can be adjoining)

Sofa bed opens into a child bed

Private salt water heated plunge pool

Lush private front and back gardens with outdoor showers

Internet - Free WiFi

Entertainment - 65" Plasma TV with Netflix

Food & Drink - Refrigerator, minibar, Luxury coffee/tea maker, complimentary unlimited purified water and 24-hour room service

Sleep - Pillow-top bed, Organic UK Naturalmat mattresses, British linens, a duvet, a pillow menu, and turndown service

Bathroom - Private bathroom with indoor and outdoor rain showers, organic amenities (shampoos, conditioner, body lotion), double Duravit sink, wood vanity

Floors - Engineered Oak

Practical - Safe, desk, and phone

Comfort - Air conditioning and daily housekeeping

Non-Smoking

Practical: One villa has Private Back Entrance for VIP/Exclusivity, one villa is wheelchair accessible

Room rate for Luxury Pool Villas is inclusive of the following amenities:

1 welcome complimentary 30mins massage (valid once per client per booking), Fruit Basket, Snack Jar, Welcome Amenity, Complimentary Minibar on a daily basis. 1 onsite cultural activity - cocktail making, cooking demo, banana wine demo, neighborhood walk (valid once per booking; additional activities at cost)

**Basis**

Bed and Breakfast

Day 2: Wilderness Bisate, Volcanoes National Park

Volcanoes National Park

Bordering the Democratic Republic of Congo in Rwanda, and set high on the jungle-covered slopes of the volcanic Virunga Mountains, the Volcanoes National Park is best known as a sanctuary for the region's rare mountain gorillas. Visitors flock here to experience face to face encounters with these intriguing creatures. Regulated treks through the reserve allow visitors to spend an hour at a time with these incredible primates in their natural habitat. While the gorillas are without a doubt the main drawcard, visitors can also look forward to exploring a network of scenic hiking trails, with the beautiful day hike to the crater lake on Mount Bisoke being a particular highlight. Make sure to visit the fascinating Karisoke Research Centre and the tomb of the world-famous Dian Fossey.

Day Itinerary

Your private and Beyond guide and vehicle await at The Retreat by Heaven, ready to accompany you on an exploration of the Kigali Genocide Memorial. This space, a solemn resting place for over 250,000 victims of the 1994 genocide, stands as a profound tribute and a place of remembrance. Moving through its quiet halls, you'll gain insight into Rwanda's people's historical and ongoing journey toward peace and reconciliation. Through stories and artifacts, the memorial tells of the tragic events that shaped this nation and honours those who lost their lives, especially orphans and widows who continue to find support here.

After your visit, your guide will transport you to the serene embrace of Bisate Lodge. Here, nestled within the lush forest, you'll settle into your Forest Villa, complete with an ensuite bathroom. Relax into your stay with an in-room welcome massage, while meals, local drinks, and laundry are seamlessly included for your comfort. Unwind with wireless internet access available in your villa and allow the natural beauty of this space to deepen your journey.

Overnight: Wilderness Bisate [View iBrochure](#)

Wilderness Bisate is located in the natural amphitheatre of an eroded volcanic cone and has dramatic views of the peaks of the volcanoes, Bisoke and Karisimbi, rearing up through the Afro-alpine forests of nearby Volcanoes National Park. Six luxurious en-suite Forest Villas maximise comfort and views, while retaining environmental principles and reflecting the culture of rural Rwanda. Each guest contributes to Bisate's biodiversity conservation and local community projects – making a far-reaching impact on an iconic endangered species: the mountain gorilla.

Aside from tracking one of the several habituated gorilla groups, activities include visiting nearby natural attractions, hiking to Dian Fossey's burial site, and observing the Park's group of endangered endemic golden monkey. Walks on Bisate's property offer birding and participation in the reforestation programme.

INSIDER'S TIP: Wilderness Bisate is within easy driving distance of Volcanoes National Park Headquarters, from where gorilla treks depart daily.



Twin/Double Villas

Although spacious (each villa measures 91 square metres), the Forest Villas feel warm and intimate, thanks to the carefully designed layout which includes a reception area, luxury bedroom and en-suite bathroom – all warmed by a generous central fireplace.

With only six villas, the true luxury lies in the exclusivity and privacy that surrounds Bisate and the rare, raw beauty of its setting, tucked into the phenomenal abundance of Albertine Rift biodiversity with glorious views in every direction.



Basis

Fully Inclusive - Bed, All Meals, Fees and Activities

All Drinks (excl Premium Brands) Included

Day 3: Wilderness Bisate, Volcanoes National Park

Day Itinerary

Rise amid the awe-inspiring landscape of the Virunga mountains, an unforgettable start to a day dedicated to discovering the hidden world of Rwanda's majestic mountain gorillas. Your guide leads you to the park headquarters, where an introduction prepares you for the trek ahead.

Setting off into the misty forests of Volcanoes National Park, you'll traverse the same terrain where Dian Fossey once conducted her renowned gorilla studies. As you venture through the dense undergrowth and up the forested slopes, anticipation builds for an encounter with one of the world's last populations of wild mountain gorillas. Moving

through landscapes shaped by five ancient volcanoes, you'll feel the presence of the forest all around, until, after some time, your guide signals—the gorillas are near. With quiet steps, you approach a family group, and for a precious hour, observe these gentle creatures in their natural habitat, an experience that words cannot fully capture.

Basis

Fully Inclusive - Bed, All Meals, Fees and Activities

All Drinks (excl Premium Brands) Included

Day 4: Wilderness Bisate, Volcanoes National Park

Day Itinerary

Immerse yourself in the enchanting environment of Volcanoes National Park, where a morning trek brings you close to the playful golden monkeys. Moving through the lush greenery of Mt. Sabyinyo, you'll search for these lively creatures, found only in the park's high-altitude forests. With two groups nearby—one with more than 80 members—anticipation builds as you navigate the bamboo forest.

At last, a glimpse of movement signals their presence. As you watch, they dart between the bamboo, leaping gracefully from branch to branch and exploring the ground below. For about an hour, enjoy observing their antics up close, an encounter both delightful and relaxing

Basis

Fully Inclusive - Bed, All Meals, Fees and Activities

All Drinks (excl Premium Brands) Included

Day 5: End of Itinerary

Day Itinerary

A member of the andBeyond team awaits to guide you from the tranquil setting of Bisate Lodge, accompanying you on your journey to Kigali International Airport. Upon arrival, an Akagera Aviation representative greets you warmly in the departure hall, ensuring a seamless path through the check-in counter and security gate. Ahead lies a peaceful lounge, where comfortable seating and refreshing drinks offer a moment of relaxation before your journey continues. When it's time, your guide will escort you to the flight gate, making sure every detail is taken care of for a smooth departure.

Basis

Bed and Breakfast

Transport

Transfers

Date	Company	Pick Up	Drop Off	Time	Vehicle
	andBeyond	Kigali International Airport [KGL]	The Retreat by Heaven		Transfer
	andBeyond	The Retreat by Heaven	Kigali Genocide Memorial & Museum		Transfer
	andBeyond	Kigali Genocide Memorial & Museum	Wilderness Bisate		Transfer
		Wilderness Bisate	Kigali International Airport [KGL]		Transfer

Urgent Contact Numbers

Company Name	Telephone	Email Address	Contact Person
Safaris In Africa	+27 (61) 229 9806	info@safarisinafrica.africa	Andrew Van Der Walt

Service Provider Directory

Service Provider	Ref. Number	Telephone	Address
The Retreat by Heaven		+250 782 000 001	No. 5, KN 29 Street Kigali Rwanda

Travel Information

Essential Guide to Safari in Southern Africa: What to Bring and Expect

Embark on the Adventure of a Lifetime

Introduction:

Venturing into the wild landscapes of Southern Africa on safari promises an unforgettable journey into nature's heart. From the majestic savannahs of the Serengeti to the lush deltas of Botswana, this region offers some of the most diverse and abundant wildlife on the planet. To make the most of your safari experience, it's crucial to come prepared. Here's a comprehensive guide on what to bring and expect on your safari adventure.

Heading: Packing Essentials for Your Safari

1. Clothing:

- Lightweight, neutral-colored clothing for blending into the environment.
- Long-sleeved shirts and pants to protect against the sun and insects.
- A wide-brimmed hat and sunglasses for sun protection.
- Warm layers for early morning and evening game drives when temperatures drop.
- Comfortable, sturdy walking shoes or hiking boots for bush walks.

2. Safari Gear:

- Binoculars for spotting wildlife from a distance.
- A good camera with a zoom lens to capture those incredible moments.
- A small backpack to carry essentials during game drives and walks.
- Flashlight or headlamp for navigating camp at night.

3. Personal Items:

- Sunscreen with a high SPF and insect repellent containing DEET.
- Personal medications and a basic first aid kit.
- Reusable water bottle to stay hydrated during your adventures.
- Wet wipes or hand sanitizer for quick clean-ups.

What to Expect on Safari

1. Wildlife Encounters:

- Be prepared to witness the Big Five (lion, leopard, elephant, buffalo, and rhino) in their natural habitat, along with a myriad of other fascinating species.
- Your experienced guide will help you track wildlife and provide insightful commentary on their behavior and habitats.

2. Accommodation:

- Southern Africa offers a range of accommodation options, from luxury tented camps to rustic lodges.
- Expect comfortable amenities and warm hospitality, even in remote wilderness areas.

3. Weather Conditions:

- Southern Africa's climate can vary widely depending on the season and location.
- During the dry season (May to October), expect cooler temperatures in the mornings and evenings, with warm, sunny days.
- The wet season (November to April) brings lush green landscapes and occasional rainfall, but wildlife viewing may be more challenging.

4. Safari Activities:

- Game drives are the main activity, allowing you to explore vast landscapes and encounter wildlife up close.
- Bush walks offer a more intimate experience, allowing you to appreciate the smaller details of the ecosystem with a knowledgeable guide.
- Cultural encounters with local communities provide insight into traditional lifestyles and customs.

Conclusion

Embarking on a safari in Southern Africa is a dream come true for wildlife enthusiasts and adventure seekers alike. By packing wisely and knowing what to expect, you can fully immerse yourself in the magic of the African bush and create memories to last a lifetime. So, grab your camera, don your safari gear, and get ready for the adventure of a lifetime!



The first thing that springs to most people's minds when thinking of Rwanda is its turbulent political history. But today's Rwanda is a far cry from the nation it was in the mid-90s: the country has emerged from the shadows and has much to offer visitors, most notably the tracking of endangered mountain gorillas in the lush Virunga National Park, which extends across the peaks and jungle-covered slopes of the volcanic Virunga Mountains. Other major tourist attractions include expansive Lake Kivu, ancient Nyungwe Forest with its rich population of primate species, and the game-rich savannah lands of Akagera National Park.

Banking and Currency

Currency

Local currency: Rwandan Franc

Symbol: R₣

ISO code: RWF

Subunit: Centime (1/100 of a Franc)

Banknotes: 500, 1000, 2000, 5000 francs

Coins: 1, 2, 5, 10, 20, 50, 100 francs

Banking

Card Transactions: Widely accepted in major cities

ATMs: Yes

Mastercard: Yes

Visa: Yes

American Express: Limited

Diner's club: No

Banking Hours: Weekdays: 08:00 – 17:00

Public Holidays: Closed

Foreign exchange services: Yes

Travel, Transport and Getting Around

Air:

Main airlines: RwandAir

International Airports: Kigali International Airport

Domestic Airports: None

Road:

Driving on the: Right

Tar roads: Yes, primarily in urban areas

Gravel roads: Yes, common in rural areas

Valid International Driver's License needed: Yes

Car hire available: Yes

Taxis: Yes

E-hailing services: Yes

Bus:

Inter-city bus services: Yes

Local city bus networks: Yes

Rail:

Railway system: No

Subway System: No

Water:

Ferries: Limited, primarily on lakes

Water taxis: No

Leisure cruises: Limited

Food, Drink and Cuisine Advice

Food and water safety:

Can you drink the tap water: No

Fresh fruit and veg: Yes, wash thoroughly

Ice: No

Meat: Yes, ensure it is well cooked

Street food: Yes, choose hygienic vendors

Local cuisine:

Rwandan cuisine features dishes like "Ugali" (cornmeal staple), "Isombe" (cassava leaves with eggplant and spinach), and "Brochettes" (grilled meat skewers). Staple ingredients include bananas, plantains, pulses, sweet potatoes, and beans, often cooked with a blend of vegetables and meat.

Drinks:

Local banana wine and sorghum beer are traditional drinks.

Tipping: Not customary but appreciated, usually around 5-10% in tourist areas.

Climate and Weather

Annual rainfall: Varies by region, averaging 1200 mm

Average temperature: 21°C

Summer:

Average highs: 27°C

Average lows: 15°C

Winter:

Average highs: 25°C

Average lows: 15°C

Best time to visit:

The best time to visit Rwanda is during the dry seasons from June to September and from December to February, which are ideal for trekking and wildlife viewing, especially for seeing mountain gorillas.

Clothing and Dress Recommendations

Spring and Summer

Cool, light, breathable and comfortable: Yes

Lightweight warm clothes: No

Winter and Autumn

Jerseys, cardigans, sweaters, jackets: Recommended

Heavyweight clothing and boots: No

General

Umbrella and raincoat: Recommended during the rainy seasons

Warm gloves, hat and scarf: No

Swimming costume (bathing suit): Yes

Hat, sunglasses, and sunblock: Yes

Walking shoes: Yes

Casual: Yes

Smart-casual attire: Yes

Internet Availability

Internet cafes: Yes

Accommodation options: Yes, with good connectivity

Restaurants: Yes, in major cities

Cafes: Yes, in major cities

Shopping malls: Yes, in major cities

Public parks: Yes

Libraries: Yes

Electricity and Plug Standards

Plug Type: C, J

Voltage (V): 230 V

Frequency (Hz): 50 Hz

*Travel plug adapter and voltage converter might be necessary depending on your appliances.

Terms and Conditions

Safaris In Africa Terms and Conditions

Responsibility And Liability

While the Operator (Safaris In Africa) will make every effort:

To engage quality suppliers among the airlines, hotels, other tour operators, and service providers to provide the travel products featured; and

To ensure that the various services making up each tour will be carried out efficiently and as specified. However, because the operator does not have direct control over the provision of services that make up the elements of the tour, the operator does not accept any

liability for errors and omissions of such suppliers. Any complaints regarding accommodation, food, facilities, etc. must be taken up with the individual hotel, Guest House, etc.

The Operator shall not be liable for any damage, losses, and expenses suffered by any client as a result of sickness, quarantine, weather conditions, war, strikes, riots, or any other cause outside the Operator's control including Force Majeure. The Operator may at any time cancel such tour or what remains of it or make alterations to the route, accommodation, price and/or any other aspect thereof as it deems fit, and any losses and expenses resulting from such cancellation or alteration shall be the responsibility of the client.

All bookings are subject to the terms and conditions specified by the supplier of the services. The Operator will provide on request, the identity of the supplier, and such supplier's terms and conditions may include, but are not limited to, provisions regarding the cancellation fees or amendment fees applicable to confirmed reservations, refunds/no refunds for no-shows/unused services; late booking fees; baggage allowances; confirmation of flights, etc. In the case of airlines, fees are non-refundable; the typical baggage allowance is 20kg; extension of ticket validity is not permitted and the customer must reconfirm his/her flight within 72 hours prior to departure.

The Operator accepts no liability in respect of death, injury, loss, or damage to person or property arising out of any act, omission, or negligence of the operator, the supplier, the operator's or supplier's servants, save only in the case of wilful negligence or a wilful act or omission.

Client Responsibility

Clients may not carry any unlawful articles or substances whilst traveling in the Republic of South Africa or any other country visited during the tour. If any client offends against the prohibitions set out herein, or the laws of South Africa, or any other country visited, the Operator will be entitled to immediately exclude the client from the tour the offender who will be responsible for his or her own repatriation and all costs thereof. The Operator will under no circumstances be obliged to assist any such offender in any dealings or negotiations with any authority.

Reservations

A 20% deposit is requested at the time of reservation to secure the booking for the client. The Operator will pay such deposits to service providers such as hotels, lodges, activities, entrance fees, flights, etc. The balance must be paid 8 (eight) weeks prior to start date of the journey.

In the event of any reservation being completed less than 8 weeks (eight) days prior to departure, the total price is due immediately on confirmation and is non-refundable.

The Operator reserves the right to cancel any reservation for which payment has not been made by the due date in which event, any deposit paid will be forfeited to the Operator.

Documentation is only prepared on receipt of full and final payment and completed booking form and travel declaration.

Confirmation of the booking and payment of the deposit shall constitute acceptance of the Operator's terms and conditions of business.

Prices are quoted at the currency exchange rate applicable on the date of the invoice. Until the Operator has received full payment, the Operator reserves the right to charge any variations in the currency exchange rate to the client's account. The Operator guarantees the tour price, once full payment is received.

Special requests regarding diet, accommodation, method of travel, tour itinerary etc. must be made at time of booking. The Operator will endeavor to comply with the special requests, which will be charged extra where applicable, but cannot guarantee that such requests will be met.

Payment & Cancellations

The Operator accepts payment by credit card and swift transfer. All payments are to be made out to the Operator or its Nominee. Any other whilst on tour is the client's responsibility.

In the event of the clients cancelling reservations for any reason, such cancellations must be made in writing and in such instances cancellation charges will be levied as follows:

- 60 days – 30 days prior to departure: 20% of total price
- 29 days – 22 days prior to departure: 25% of total price
- 21 days – 15 days prior to departure: 50% of total price
- 14 days – 08 days prior to departure: 70% of total price
- 07 days or less prior to departure: 100% of the total price

The Operator reserves the right to cancel any tour at any time prior to departure, in which event all payments will be refunded in full and final settlement of all liability of whatsoever nature, howsoever arising, resulting from such cancellation. The Operator reserves the right to charge a booking fee and/or a handling fee in such circumstances. In the event of clients cancelling their reservations, such cancellation must be made in writing notwithstanding anything to the contrary contained in these booking conditions.

No refunds will be made for no-shows, or any unused services irrespective of whether they form part of the basic inclusive tour price, or whether they are in respect of pre-booked optional arrangements.

Flights that has been booked and paid for by The Operator are nonrefundable as per the airlines terms and conditions. for by The Operator are nonrefundable as per the airlines terms and conditions.

Accommodation & Services

The Operator reserves the right to substitute hotels or other service providers listed, with others of a similar or higher category at no additional cost to the traveller, even after commencement of the tour.

Prices & Detail

Prices quoted on the Operator's price schedule, which prices the tours and products offered, are based on air fares (where included), hotel prices, land costs and rates of exchange at the date printed on the price schedule.

The Operator reserves the right to adjust prices by way of a revised price schedule from time to time, as influenced by increases in airfares, hotel rates, entrance fees, government and regional levies and taxes and currency fluctuations. The Operator will notify the client of such adjustments as soon as practicable.

7.3 Air fares are subject to the prices and conditions quoted by the airlines and cannot be guaranteed by the Operator (if booked by the Operator).

All information contained in the Operator's brochure/itinerary and price schedules are to the best of the Operator's knowledge and belief true and correct, but the Operator accepts no liability for any errors/inaccuracies contained therein.

Any discounts applicable to minor children, are set out in the quotation when there is a request for children to accompany the tour. Minor children are defined as children below the age of 12 at the time of departure from the client's country of residence and will pay a reduced rate. Should such a child need a separate room from the parents, it will be charged at the full rate, depending on the policy of the hotel.

Prices quoted do not include any items or services not specified, on the Operator's pro forma invoice. Typical items not included may be: costs of obtaining visas and passports, telephone calls, laundry, entertainment arrangements, gratuities and portage, meals not specified, alcohol and beverages, airfares (where applicable) or any other item of a personal nature not specified in itinerary.

Insurance

Insurance against cancellation, illness, death and for loss of baggage is required for all clients traveling with the Operator. Clients undertake all activities associated with the itinerary at their own risk and are responsible for their own insurance. The Operator will not be liable if anyone should fail to take adequate insurance cover.

Documentation, Passports, Visas, Vaccinations And Inoculations

All clients are personally responsible for ensuring that they are in the possession of the correct travel documentation prior to their departure from their country of residence.

The Operator shall not be responsible for any consequences whatsoever should the client fail to ensure that he/she has complied with the necessary health, passport, visa, re-entry permits, or other legal requirements. Due to the constantly changing requirements of each country, the Operator shall not be responsible or liable for any information, which it or its representative may furnish to the client in relation to the above.

Should the Operator be required to courier documents; any costs incurred will be the client's responsibility.

If a client intends to drive a rental car, the client is responsible for obtaining an international driving permit. The client must also be in possession of his/her local driving license.

Extensions

In the unlikely event of there being an unscheduled extension to the holiday caused by flight delays, bad weather, strikes, Force Majeure, or any other cause which is beyond the control of the Operator, it is understood that the expenses relating to these unscheduled extensions including hotel accommodation, food, travel etc., will be the clients' responsibility. The Operator accepts no liability for changes, omissions or delays before or during the course of any such extension.

General Information

The Operator shall not be bound by any representation, warranty, promise or the like not contained herein or agreed in writing. No representation, term, warranty or condition express or implied shall be considered to be or have been made or agreed or implied by reference to any other writing, advertisement or conversation.

A waiver of any of these terms & conditions, or any right arising thereunder, shall be valid only for the particular occasion and shall not affect the operation of such conditions or rights for the future.

Should the Operator appoint a tourist guide in respect of any tour, the client shall be obliged to comply with all reasonable instructions of such a tourist guide. The Operator reserves the right to terminate the tour of any client who wrongfully or unlawfully fails to adhere to the reasonable instructions of an appointed tourist guide, and/or causes any wrongful disruption, disturbance or nuisance to any other traveller, tour group or service provider. All guides employed are multilingual Government accredited tourist guides – all of who are medically cleared, First Aid practitioners and in possession of all legal requirements according to South African law or the law of the country in which tourist guide operates at the relevant time.

All clients shall comply with any prohibition on smoking imposed in or on any facility used on any tour.

Jurisdiction

This agreement is governed by the laws of the Republic of South Africa and clients hereby submit to the jurisdiction of the South African Courts. In the event of any disputes arising from this agreement, the parties shall have the option to agree on arbitration to resolve such disputes. Arbiters may be appointed by the South African courts or similar body.

General

The Operator and the Client place on record that this is the only full agreement between the parties and no other agreement shall be binding unless it is in writing and signed by both parties.

Any alteration to this Agreement must be in writing and signed by the client or an authorized representative of the Operator. All notifications and communications by the client must be sent to the address in Clause 14 (below). The operator will send such notifications to the client at the clients address in his/her country of residence.