



TERMS AND CONDITIONS – Revised May 2020

1. Booking

To make a booking we require

- a completed and signed booking form
- a non-refundable deposit equal to the total of
 - ✓ 30% of the quoted cost of the itinerary plus
 - ✓ 100% of internal African flights plus
 - ✓ 100% of any gorilla permits plus
 - ✓ Variable % of any additional accommodation deposit required

The balance of the cost is payable no later than 90 days before commencement of the itinerary.

Payment of the full amount quoted is payable if the booking is within 90 days of the commencement of the itinerary.

We are entitled to regard a failure to pay the balance of the cost at least 90 days before commencement as a cancellation (which results in forfeiture of the deposit paid).

All refundable payments made are secured in a Trust Account until payment is made to the supplier. This excludes any commissions due to Destinations Africa for services rendered.

2. Quotes

Quotes are provided in US\$ and/or SA Rand. The amount ultimately payable will depend on the relevant exchange rates on the date(s) of payment. (We think it is fairer to everyone (and better value for our clients) not to build in a guarantee or to hedge.)

3. Prices and Surcharges

All fuel and airport surcharges as well as any governmental taxes that are imposed between booking and departure are payable by our clients in addition to the cost of the itinerary quoted.

4. Changes

We may need to cancel or make alterations to itineraries due to circumstances outside our control such as terrorism, natural or other disaster, political instability or any other circumstances. We will substitute the closest comparable alternative we can arrange.

5. Cancellation/Postponement

The following table outlines the minimum fees which will be incurred on cancellation whatever the reason for the cancellation (these fees reflect those imposed by our local suppliers)

Period prior to commencement of itinerary	Cancellation Fee
Between payment of deposit and 90 days	100% of deposit
Between 42 and 90 days	60% of itinerary cost
Between 28 and 42 days	80% of itinerary cost
Less than 28 days	100% of itinerary cost

We are entitled to regard a failure to pay the balance of the cost at least 90 days before commencement as a cancellation.

No credit or refund is available for any accommodation, transport, meal or service not utilized during a trip.

Cancellation for groups of 10 or more is subject to different cancellation terms.

If, for reasons outside our control (such as a pandemic), you are unable to travel as planned, we will endeavour to postpone your booking to a later time in which case we will try to replicate your itinerary as closely as possible. You will be responsible for any costs imposed by suppliers, Governments or airlines. We will also charge a service fee for the extra work done to make these changes.

Alternatively instead of postponing your booking, you may choose to cancel but the normal cancellation fees apply

6. Insurance

Comprehensive travel insurance cover must be effected before travel and should be effected as soon as possible after booking. The travel insurance policy must at least cover

- emergency medical evacuation, treatment and repatriation in the event of illness, injury or death
- all adventurous activities such as mountain climbing, white water rafting, canoeing etc planned during the trip.

We will not accept any liability for any mishap or unexpected event as a result of failure to obtain travel insurance for whatever reason (including inability to obtain such insurance.)

Responsibility for all costs incurred as a result of a medical emergency or evacuation (whether or not the incurring of those cost was consented to) rests solely with our clients.

7. Waiver/Indemnity

Lodges and camps (particularly in Africa) require guests to sign a waiver or disclaimer of liability form on arrival. Accommodation has been arranged on the understanding that the required form will be signed. No refund is available for any accommodation or services not supplied because of a refusal to sign such form.

8. Documentation/Vaccinations

Passports must have at least 6 months validity before expiry (after the scheduled departure date) and not less than 6 clear pages.

Visas requirements vary depending on the nationality of the client and the country they are visiting.

An International driver's licence is required to drive in some countries (such as South Africa.)

It is clients' own responsibility to ensure that they have the correct documentation (eg passport, visas, drivers licence etc) and vaccinations for their trip.

9. Conditions of Carriage

Air travel is normally provided by International Air Transport Association (IATA) member airlines to which the conditions of carriage of the participating airlines applies.

We generally book discounted flights to minimise the cost of the itinerary. Discounted air tickets are not refundable or subject to any change (eg passenger names, flight dates and times). Clients must pay any additional costs incurred as a result of a variation in the name shown on our booking form and that in the person's passport at the time of travel.

Other modes of travel are subject to the terms and conditions set out in the relevant passage tickets.

We will not accept any liability for loss/damage or personal liability with regard to any tickets or travel including any cancellations or delays.

10. Liability

We will not accept liability for

- death, injury, illness or loss or damage suffered
 - ✓ (whether as a result of an activity we arranged or otherwise) except to the extent that it was caused by our own negligent act
 - ✓ which is due to unusual or unforeseeable circumstances or events which neither we, nor our agents or suppliers could have anticipated or avoided.

Claims for death, injury, illness or loss must be referred to clients' own insurer.

- discrepancies between descriptions and actual accommodation and services included in our itineraries (as we rely on our local suppliers to ensure that descriptions and pictures are current and accurate)
- passport or visa irregularities.

11. Light Aircraft

The following luggage restrictions MUST BE STRICTLY adhered to:

- East Africa (Kenya and Tanzania a maximum of 15 kgs per person in a SOFT bag
- Other countries a maximum of 15 kgs per person in a SOFT bag plus camera equipment and carry-on luggage (20 kgs in total).

There may be an extra charge for passengers over 1.82 meters (6'2") tall or weighing over 100kgs (220lbs).

12. Feedback & Complaints

To continue to provide an excellent service, we appreciate all feedback. Please contact us by phone or email to comment (positively or negatively) about the service we or our local suppliers have provided.

13. Meaning

"We" as well as "us" and "our" refers to Destinations Africa Pty Ltd ABN 28 126 908 272 trading as Destinations Africa and Latin American Destinations.