



TERMS & CONDITIONS FOR ALL JOURNEYS SOLD BY AFRICAN AVENUE

African Avenue is based in South Africa, which means that we are well positioned to work with you on the ground (locally) to ensure your complete satisfaction. We are available to assist our clients in the event of any unforeseen circumstances and will always set our client's needs as a top priority. Being a local tour operator allows us to maintain close relationships with numerous lodges and providers in Southern and Eastern Africa and we will work closely with them if anything unexpected occurs prior to, or during, your trip with us.

BOOKING PROCEDURE

- a) Once you have confirmed your space on the 'Back to Zambia' Trip, African Avenue will send you a deposit invoice for 30% of the total cost of the trip. Please note that this deposit is NON-REFUNDABLE.
- b) Once African Avenue has received a 30% deposit of booking we will confirm the arrangements with the various lodges.
- c) Please be advised that despite the booking being confirmed, unless international flights are paid for in full at time of booking, they remain subject to current Industry and Aviation Fuel Increases, including exchange rate fluctuations.
- d) Please ensure that full and comprehensive travel insurance is in place when the deposit is paid. This will cover you for the deposit amount.
- e) Final payment is due to African Avenue no later than 60 days prior to departure.
- f) Upon final payment you will be issued with your final documentation and air tickets (if applicable).
- g) Bookings made within 8 weeks (60 days) prior to arrival are subject to full prepayment at the time of confirming the reservation

PAYMENT METHOD

- Credit card payments are possible. Visa and mastercard are welcome.
- Direct deposit: Please deposit the amount due via direct deposit/money transfer to our bank account. The relevant banking details will be displayed on your invoice.

Please ensure bank charges are for your account.

CANCELLATION

Should any confirmed bookings be cancelled after the deposit is paid, cancellation fees will be levied according to each property and service providers' individual terms and conditions. We strongly recommend cancellation and curtailment insurance be purchased in the event of any unforeseen circumstances such as flight or logistical delays, baggage loss or ill health.

NOTES

1. African Avenue books third party properties and activities on behalf of their guest and these bookings are accepted on the specific condition that African Avenue acts only as the reservations office for the third party properties, and assumes no liability whatsoever for an injury, damage, loss, accident or delay to person or property. All reservations for these third-party properties and suppliers are also governed by their respective cancellation policies, terms and conditions, copies of which are available at the time of reservation.
2. Travel insurance should be taken out in your home country. It is a condition of booking, that the sole responsibility lies with the guests to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependents/ travelling companions. This insurance should include cover in respect of, but not limited to, the following eventualities: cancellation or curtailment of the travel itinerary services, emergency evacuation expenses medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods. The company, their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependents or travelling companions, with regards to, but not limited to, any of the abovementioned events. Guests will be charged directly by the relevant service providers for any emergency services they may require and may find themselves in a position unable to access such services should they not be carrying the relevant insurance cover.
3. Please note that in the event of flights being booked by African Avenue on behalf of the guest, airlines require the full names of passengers as printed on their passports and will not accept changes once tickets are issued. African Avenue accepts no responsibility for incorrect passport numbers or incorrect spelling of full names. Please ensure accurate information is sent to your African Avenue consultant.
4. International visitors require a valid passport together with onward travel documents. If travelling to South Africa, then guests must please ensure that their passport is valid for at least 6 months after their entry date and that they have a minimum of 3 blank back to back pages (if there is insufficient space in the passport then entry will be denied) in their passport to enable the entry visa to be issued. All passport holders should verify with their relevant consulate concerning visa entry requirements.
5. Please ensure that you have all the necessary visas prior to departure (unless available on entry) as African Avenue cannot be held liable should visas not be in place upon arrival. If you are extending your journey to other countries, please establish entry requirements for all countries in your itinerary.
6. Please consult your medical practitioner for any necessary vaccinations, inoculations or medication prior to travel. For malaria or yellow fever specific information in Africa, please see www.travelclinic.co.za