



MAMMOTH

safaris

Page	Item
1	Quote validity
2	General Inclusions
2	General Exclusions
3	Deposit & payment policy
3	Cancellation policy
3	Insurance
4	Responsibility
4	Aircraft & flying
6	Passport & Visas
7	Safaris in general
8	Pre-tour information
8	Final notes

QUOTE VALIDITY

- This quotation is valid for a maximum of 10 days from the sending date.
- This quotation is subject to the availability of all services at the time of Mammoth Safaris making a reservation with its network of suppliers and service-providers.
- Upon confirmation of this reservation, the cancellation policy for all services will be effective immediately.
- The itinerary is quoted making use of available rates and special offers. If the number of nights or dates of travel should change, this will have an effect on the overall cost.
- The price quoted is subject to change in the event of any unforeseen increases in fuel costs including currency fluctuations (relevant to aircraft or transfer services) and/or Government levies/taxes.
- Charter flight prices included in this itinerary are subject to change without prior notice if there are any increases in airport taxes, landing fees or the fuel price. Charter prices may increase between the time of booking and payment and can only be guaranteed 30 days before date of departure.
- Services are quoted and invoiced in different currencies depending on the currency of the underlying services. Botswana, Chad, Republic of Congo, Ethiopia, Kenya, Mozambique, Rwanda, Tanzania, Uganda, Zambia and Zimbabwe are mainly quoted in US\$. Madagascar is quoted in Euro whilst South African (except Mala Mala camps) and Namibian services are quoted and invoiced in South African Rand. Regional and domestic commercial air is quoted in various currencies depending on the airlines, tax rulings and routings.
- Where a single currency quote is required, it will be provided with the understanding that currency fluctuations of the other currency portion of the quote will have to be considered when making final payment.
- **The rate of exchange can only be determined on date of payment of invoice.** In order to provide an indication of total price in US\$ one must convert the ZAR/Euro quote or invoice to US\$ using the current rate of exchange. This value must be added to the US\$ quote or invoice to arrive at the total price US\$

price per person. Please note this will provide an **indication only** and will be subject to adjustment based on the rate of exchange on the date of payment.

- If you do pay in a currency other than the invoiced currency, the currency conversion must be **contracted at a rate of exchange as determined by Mammoth Safaris**. Please ensure that you contact us to establish this exchange rate in advance of payment.

GENERAL INCLUSIONS:

- All accommodation on a shared basis; unless specified as single accommodation;
- All meals as specified;
- Excursions and transfers as included in the quote;
- Most safari camps/lodges include two game activities per day in their rate – one in the morning and the other in the afternoon. (Private activities and guide may be booked, at an additional cost, for sole use or special interest activities. Please advise if you would like additional information on this service);
- Services of the camp/lodge guides and staff;
- Relevant park fees, conservation levies and entrance fees as specified in the quote;
- Drinks as specified – drink inclusions may differ between camps/lodges;
- Laundry can be done at most camps/lodges and hotels. In some cases this is included in the rate as quoted;
- Air transfers as specified, including relevant Departure Taxes,
- Accommodation taxes, the applicable Tourism Levies and all relevant Value Added Tax (VAT) or Government Sales Tax (GST).

GENERAL EXCLUSIONS:

- Meals not specified in the quote such as lunch and dinner in city hotels, B&B establishments;
- Any drinks, park fees, entrance fees, portorage, tours/excursions and transfers not specified in the quote;
- Any scheduled commercial flights and related taxes (unless specifically quoted on)
- **Cancellation, baggage and medical insurance; some suggestions,**
- Staff **gratuities** (guidelines provided in trip info upon confirming booking);
- Any new Government Taxes, levies, fuel or industry increases which are beyond our control;
- **Visa fees** where relevant. Should a visa payment be required, this will need to be made in US Dollar cash. Change is often not provided and thus the exact amounts payable are essential. Travellers Cheques and credit cards are not accepted for this purpose;
- Departure Taxes are excluded on all light aircraft transfers in Zambia and Zimbabwe. Applicable at manned airports only, these taxes are to be paid direct in cash on departure, unless included in your air ticket cost;
- All taxes are subject to change;
- Zimbabwe Airport Departure Taxes: paid in US Dollars only and in cash. Currently, and subject to change, these taxes are as follows:
 - On International flights: Departure Tax – US\$ 35.00 per person; Aviation Infrastructural Development Fund – US\$ 15.00 per person.
 - On Domestic flights: Departure Tax – US\$ 10.00 per person; Aviation Infrastructural Development Fund – US\$ 5.00 per person.
- Any items of a personal nature such as shop purchases, telephone calls, spa services.
- **PLEASE READ AND TAKE NOTE OF ALL INFORMATION LISTED BELOW AS IT IS RELEVANT TO THE QUOTE ABOVE.**

BOOKING TERMS & CONDITIONS

Please ensure that you are aware of our booking conditions and important notes regarding safari travel in Africa. Taking this journey with us implies that you have read and accept these terms. The placement of any booking/s, whether by means of electronic mail or otherwise, shall be deemed to be confirmation that the Terms have been read and that you, the guest agrees to be bound by the terms.

DEPOSIT & PAYMENT POLICY:

- Once a booking has been confirmed with us, we will change the booking's status from "provisional" to "confirmed" on condition that the **specified non-refundable deposit is paid**. The standard amount is 25% of the total land arrangement costs but this amount can vary depending on certain terms and conditions or party size and also flights that need to be secured.
- Some suppliers require up to 50% to secure space in the peak seasons. This will be communicated.
- Flights need to be paid in full to secure the service.
- Some providers have a staggered payment policy for group bookings which will be advised.
- Full balance payment is due eight weeks prior to arrival date, after which cancellation fees escalate in accordance with our cancellation policy.
- Some suppliers require full payment by 100 days before travel. This will be communicated.
- Upon confirmation of this itinerary, the cancellation policy will be effective immediately;

CANCELLATION POLICY:

- For all land arrangements, a 25% non-refundable deposit is required to secure the booking.
- Standard cancellation policy is 100% at <45 days before travel. There are however variations in some providers' policies and we will at all times endeavour to secure refunds in line with these different policies.
- Flights must be paid in full, noting that;
- International and domestic airlines are as a standard non-refundable.
- Most charter companies that provide private and scheduled charters to the various safari destinations have different sliding scale cancellation policies according to the aircraft type and season of booking. Mammoth Safaris adheres to each specific company's policies separately. Mammoth Safaris will always endeavour to get refunds from our partners, but this can only be guaranteed in line with their policies. Enquire with your Safari Specialist for more detail.

INSURANCE:

It is a condition of booking with Mammoth Safaris that you have the correct **comprehensive travel and medical insurance** to cover yourself, as well as any dependants/travelling companions for the duration of your trip to Africa. This is the sole responsibility of you, the traveller. Mammoth Safaris and any person or agent acting for, through or on its behalf, will not take responsibility for any costs, losses incurred or suffered by the guest, or guests' dependents or travelling companions.

Guests will be charged directly by the relevant service providers for any emergency services they may require, and may find themselves in a position of being unable to access such services should they not be carrying the relevant insurance cover. This insurance should include cover in respect of, but not limited to, the following eventualities:

- ❖ **Health Insurance:** It is compulsory to have full medical, emergency evacuation and repatriation cover for the full period of time that you are travelling.
- ❖ **Cancellation & Curtailment:** If for any reason you cancel your trip close to departure date, you could forfeit the entire cost. Should you have to leave prior to completion of your journey, we cannot refund you the cost of the portion of the package you do not complete. In the eventuality of this happening,

insurance may cover you, depending on the reason for cancellation and curtailment. It is recommended that the insurance be taken out upon booking to curtailment losses.

- ❖ **Luggage & Money Insurance:** It is advisable to take out luggage and money insurance especially if you are carrying a substantial amount of cash or expensive camera/electronic equipment. You should always carry such equipment as carry-on items as there is an inherent risk of items of value being stolen from checked-in luggage, or said luggage being delayed or lost.
- ❖ **Some suggested providers** to consider if you do not already have a provider,
 - www.1earthtravelprotection.com
 - www.tic.co.za

Claims: If you anticipate an insurance claim upon your return, be sure to document as accurately as possible any accident, injury or loss. Police reports and any notes from a medical practitioner will aid any claim.

RESPONSIBILITY:

Mammoth Safaris or any person and/or agent acting for, through or its behalf, will not 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 brochure or other literature, 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 or the remainder thereof or make any alteration in route, accommodation, price or other details and, in the event of any safari 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 the passenger.

Mammoth Safaris 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 behaviour of the guest, who shall in such circumstances not be entitled to any refund.

The person making any booking will, by the making of such booking, warrant that he or she has authority to enter into a contract on behalf of the other person included in such a booking and in the 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.

AIRCRAFT & FLYING:

SCHEDULED FLIGHT TICKET QUOTES – STANDARD TERMS & CONDITIONS:

- ➔ All airlines require **full first names and surnames** as per the passengers' passport to make a reservation.
- ➔ All airlines **DO NOT** allow name changes – after the reservation has been made, nor after the ticket has been issued.
- ➔ Fares and taxes on flights are quoted per person and at current rates. These are subject to airline increase or rate of exchange fluctuations at any time prior to date of issue.
- ➔ Airfares are subject to **seat availability and rules**, including discounted fares (if applicable), and pertaining to advance purchases, cancellation and amendment penalties.
- ➔ Mammoth Safaris cannot be held responsible should airlines discontinue flights or change scheduled times resulting in missed connections etc. Should an amendment in a routing or itinerary be necessary, we will re-quote accordingly.
- ➔ Some scheduled regional and inter-lodge flights may involve **multiple stops** before reaching final destination. This is beyond our control and confirmation of exact timing and routing is done by the lodges the night before.

PLEASE NOTE: In line with airline and government regulations around the world, we are required to supply the following information before air tickets may be issued for reservations made on scheduled flights (commercial air) – passport, name, passport number, date of issue, date of expiry, country of issue, date of birth, gender and nationality.

- Cancellation fees will be charged if applying for a refund on an issued ticket.
- Mammoth Safaris and their partners cannot be held responsible for any re-routings, delays or cancellations imposed by the airlines. Guests should carry adequate travel insurance to cover such eventualities.

WEIGHT & LUGGAGE RESTRICTIONS PERTINENT TO LIGHT AIRCRAFT TRANSFERS:

- Various charter companies are used in the different countries in which we operate. In general the technical information below is widely applicable.
- Wilderness Air is Wilderness Safaris' flying wing and generally operates the following aircraft in Botswana, Namibia and Zimbabwe: Cessna Caravans 208s – carrying 10 to 13 guests, depending on the routing and airstrips utilised – with **20 kg (44 lb)** luggage or Cessna 206s and 210s – carrying 4 guests with 20 kg (44 lb) luggage, as well as the GA8 Airvan.
- Note that weight allowances on non-Wilderness Air aircraft may vary. Should you be flying a combination of Wilderness Air and non-Wilderness Air flights, please ensure that you adhere to Wilderness Air luggage restrictions. When you are collected by Wilderness Air from a camp after flying in with a non-Wilderness Air flight and your bags DO NOT conform to Wilderness Air luggage specifications, your bags will be left behind and flown at a later stage (this cost will be for your expense). Please contact your Safari Specialist for further details.
- Safety is the number one priority for Wilderness Air. Adhering to aviation regulations, whilst taking the following into account, means that there have to be strict measures in place to ensure weight allowances are not exceeded and that these parameters are adhered to by all partners world-wide.
- The strict weight restrictions in place on any itinerary which includes light aircraft transfers are for the following reasons: The aircraft are designed with a maximum bodyweight and luggage weight allowance; most airfields are at a fairly high elevation and located in the warm to hot tropics so the permissible aircraft carrying capacity is reduced and the aircraft have physical space restrictions – such as size and type of aircraft; size of the luggage pod and seats.
- As part of the enhancement of Safety, Compliance and Risk Mitigation processes within Wilderness Air in striving toward service excellence, audits are carried out on third party aircraft operators. These operators are identified and regarded in terms of legal liability cover, as well as safe and compliant practice. For further details, please consult with your Safari Specialist.
- In regions where Wilderness Air is not operating, Mammoth Safaris recommends adhering to the same size and weight guidelines to avoid complications with other local operators that we use.

The important guidelines below must please be noted for all air transfers with Wilderness Air:

- Luggage, including camera equipment and hand luggage, is restricted to 20 kg (44 lb) per person travelling on seat rates in Botswana, Namibia, Zambia (operated by Staravia) and Zimbabwe.
- **Only soft bags** will be accepted – **no frames or rigid structures** can be transported as they physically cannot fit into the aircraft. **Wheels on a bag are only permissible if they are not part of a solid frame or rigid structure.** A collapsible wheeled luggage frame/trolley (separate to the bag) is allowed, as long as the basic dimensions are similar to that of the bag.
- The maximum dimensions of the soft bags which can be accommodated are as follows: 25 cm (10 inches) wide x 30 cm (12 inches) high and 62 cm (24 inches) long. Should you require a bag, we do have a supply of soft canvas carry-all bags at a reasonable cost. These bags are ideal for use on light aircraft and are the correct dimensions. Please keep in mind that the baggage compartments on the light aircraft are only 25 cm high (10 inches), so the pilots must have the ability to manipulate the bag into the compartment.
- These limits are applicable to guests travelling on a seat rate basis so may differ if guests have booked a private charter option, in which case the parameters may vary depending on the type of aircraft and the number of passengers booked.

- Additionally, please be advised that weight restrictions apply to all helicopter transfers and scenic flights – **allowances are dependent on the itinerary and routing so this information is required in advance.**

Whilst these weight and size allowances appear minimal, please bear in mind the following:

- Most safari camps/lodges and hotels provide basic toilet amenities.
- Laundry is provided on a daily basis (weather permitting). Many camps/lodges offer this service free of charge on the Fully Inclusive (FI) rate basis, however, some camps/lodges and hotels do charge a nominal fee that would need to be settled directly prior to departure.
- More formal attire is usually required only when staying in the more prestigious city hotel establishments or on any of the luxury trains. On a wildlife safari, casual clothing is the order of the day. Please refer to our suggested packing list as a guideline.

Passengers travelling on light aircraft:

- Each and every aircraft has a legal take-off and landing weight which includes fuel, luggage and **per seat** passenger weight.
- Wilderness Air operates relatively small aircraft in wilderness areas where a number of factors influence the weight limitations of the aircraft: the length and condition of the runway, temperature and weather conditions, accessibility to fuel in these areas, as well as the distances flown.
- Wilderness Air no longer enforces the purchase of additional weight allowance for all passengers weighing more than 100 kg (220 lb). However, although additional seats no longer have to be booked and charged for, they continue to maintain a strict focus on safety and a quality air service for all guests.
- Wilderness Air has to comply with very strict controls and legislation regarding weight on all aircraft – taking not just the weight of the passenger into account, however, luggage and fuel requirements as well. Therefore, in order to operate efficiently whilst still maintaining this strict focus on safety and a quality air service, it is vital that they manage all weight and balance calculations ahead of time. For these reasons, we still require ALL guest weights prior to travel. Should weights not be provided in advance and additional aircraft need to be arranged on the day, you will be liable for the relevant costs.

Excess Luggage:

- Should you need to bring luggage in excess of the stipulated allowance, you have the option of purchasing additional weight allowance on the applicable air transfer. This allows for a maximum of 70 kg (154 lb) excess weight, on the proviso that the bag/s conform/s to the standard dimensions as above: soft bags (no frames or rigid structures), wheels only if they are not part of a solid frame or rigid structure and 25 cm (10 inches) wide x 30 cm (12 inches) high and 62 cm (24 inches) long for each bag/s. At the discretion of the pilot, the bag/s may be placed on the light aircraft seat – as long as they can be physically secured with one seatbelt and do not impact on the comfort of other guests on the air transfer. The additional cost of this varies depending on the flight schedule and routing so please contact your Safari Specialist for further details.
- Alternatively, excess luggage may be stored on your behalf where there are available facilities, occasionally at additional cost. Please contact your Safari Specialist for further details. We do not anticipate any problems with stored luggage being damaged or stolen, however, you must ensure that you are in possession of full travel insurance including luggage cover.
- Mammoth Safaris and any person or agent acting for, through or on behalf of said companies, will not be liable for any loss or damage whatsoever arising from any cause whatsoever.

PASSPORT & VISAS:

- Visitors to Africa must have a passport that is **valid for at least 6 months** beyond their intended departure date, together with onward travel documents, proof of accommodation and sufficient funds for the duration of their stay. In addition, each country they may be visiting generally requires at least 2 consecutive/side by side blank pages on entry for both visas and stamps. Should the itinerary include more than one country, excluding the country of departure and return, a **sufficient number of blank visa**

pages (not endorsement pages) in their passport is required. Should there be insufficient blank pages in your passport then entry into or exit from a country could be denied.

- ☑ Any applicable visas, costs and/or relevant documentation are the responsibility of the guest. You must please verify with the relevant consulate concerning visa entry requirements and, if extending your journey to other countries, the visa entry requirements for those countries need to be established as well.
- ☑ **Guests must ensure they have all necessary visas prior to departure from their home country (unless these can be obtained on arrival) as Mammoth Safaris, its staff, agents and operators cannot be held liable should entry be denied.**
- ☑ **South Africa Travel Regulations** - if a parent/guardian is travelling alone with a minor child/ren (aged 18 years or younger) to South Africa then the parent/guardian must be in possession of a certified letter of consent from the non-accompanying parent or guardian.
- ☑ As of 01 June 2015, all passengers under 18 years of age will need to present an **unabridged birth certificate** as well as a valid passport when entering, departing or transiting South Africa. Abbreviated versions or baptismal certificates are not accepted. This requirement applies to minors of all nationalities – whether travelling unaccompanied, with both parents, with one parent or with a guardian/s or another adult/s. A sworn translation (certified/authenticated) in English should accompany all documentation that is in a language other than English.
- ☑ An “Unabridged Birth Certificate” contains the following details:
 - Particulars of the child/ren: date & place of birth, gender and name in full.
 - Particulars of the parents: full names, date & place of birth and their citizenship at time of birth.
 - For single parents, or those travelling alone with their child/ren, the following must be provided:
- ☑ An affidavit (no more than 3 months old on the date of travel) in which the absent parent gives consent for the child to travel, or a court order granting full responsibilities or legal guardianship of the child, or the death certificate of the absent parent.
- ☑ **Botswana Travel Regulations** – Botswana Immigration do not consider travelling on holiday as an emergency and will therefore not grant entry to any guest travelling on an **Emergency Travel Document**. Guests must ensure they have the appropriate travel documentation before departing on their safari. This is applicable in other countries as well.

SAFARIS IN GENERAL:

Whilst there is a lot of information to note with regards going on safari in Africa, Mammoth Safaris stresses the following, in no particular order, at the time of booking;

- Park entry times, international flight schedules and domestic scheduled charter times in the various countries will impact the planning of your itinerary. It is imperative that you confirm with your Safari Specialist before **booking your flights** to avoid additional overnight time and expenses.
- With **semi-permanent camps** that follow the wildebeest migration or move seasonally in other areas, there is a possibility that the airstrip specified in the itinerary might change and additional transfer costs might be incurred.
- **Other travellers on safari:** When travelling to and whilst at camps/lodges on your safari, you will meet up with other guests who are from different parts of the world and who are of various ages. To get the most out of your safari experience, cooperation and harmony between you and your fellow guests is essential. Should any guest behave in such a manner that it affects either the enjoyment or safety of other guests, that guest will be warned and if need be, taken off the safari.
- **You can consider booking private transfers and private safari vehicles should you so choose and where these services are available.**
- **Off-road driving** is not permitted in many parks. If off-road driving is a specific requirement then this should be mentioned before confirming your booking.
- **Similarly activities such as bush walks, canoeing, hot air ballooning** and others may not be available at all camps or at certain times of the year. Whilst Mammoth Safaris will endeavour to

appraise you of this information at booking, it is the responsibility of the guest to make such enquiries about these services.

- **The use of drones/unmanned aerial craft** is generally not permitted in most African countries and not in most wildlife areas. Please enquire in advance if you have intentions to use them.
- **Mammoth Safaris supports and promotes ethical and sustainable safaris that are conducted with respect and sensitivity to the wilderness.**

PRE-TOUR INFORMATION:

We will provide pre-safari information relevant to all countries in which you will travel and this should answer most questions you might have regarding travelling on safari with us. We will send this to you on confirmation with a suggested packing list, important contacts list and request that you please provide this to all members of the travel party accordingly. Important aspects that will be covered include some of the following;

- ❖ Pre-travel health considerations such as malaria, yellow fever etc.
- ❖ Safety on safari – guidelines for safe behaviour and action whilst on safari in dangerous game areas as well as cities
- ❖ Safaris in general which covers check-in/out times, emergency contacts, gratuity guidelines and other relevant items.

PLEASE NOTE:

- Please ensure that you are aware of our booking conditions and trading terms (on the Mammoth Safaris website). Taking this journey with us implies your acceptance of these.
- Prior to confirming this booking, we strongly advise that you take out comprehensive travel, medical, cancellation, curtailment and default insurance for the duration of their trip.
- Due to the remote areas in which many African safaris operate, it is vital that you are covered for emergencies and other unforeseen circumstances. We will not be held responsible for any guest travelling without insurance.
- The relevant cancellation policy applies should the guest fail to join or start their safari/journey for any reason, including airline delays or missed connections. Please ensure adequate travel insurance is in place for this eventuality.
- Your itinerary may include camps/lodges that are situated in Malaria and Yellow Fever areas. Please consult a medical practitioner, pharmacist or travel clinic to establish what precautions and/or vaccinations will be required for these and other potentially harmful diseases.
- Due to the logistics of travelling on a safari to remote areas, we strongly recommend that all guests read the literature provided to avoid unnecessary stress and complications on your vacation.

Should there be any further queries, please feel free to contact your Safari Specialist who will gladly assist you.