

# Why should your trusted agent book with Cedarberg Africa?

* Our holidays are 100% financially protected. Air holidays booked in the UK with us are covered under the ATOL scheme and holidays without flights are protected through our financial bonding with ABTA.

Recent reforms have tried to make travellers more aware of whether or not they do enjoy such security but this still leaves those booking direct with airlines or piecemeal largely unprotected. It's a matter of choice but we have noticed that, in the wake of the Ash Cloud and the snow disruption at Heathrow, travellers are increasingly looking for the comfort and assurance of booking a total package of holiday arrangements.

* We're proud to boast 24 years of specialism in Southern and East Africa. How did the time pass so fast? Cedarberg Africa was launched just after South Africa's first independent elections and Nelson Mandela's first term. We have some worthy competitors who specialise in long haul luxury and/or tailor-made travel but we at Cedarberg are committed to nature-based experiential travel and reckon that Africa keeps us more than busy.
* Because we are small and specialised, you'll get the full attention of one well-travelled consultant plus the back-up of teams in the Cedarberg, Cape Town and London. One of us is nearly always on the road, not only vetting fresh and exciting new options but also maintaining relationships, so that suppliers look after you, our clients.
* We're really fortunate to retain staff. So, not only is there always someone who can recall your last booking, if you phone us after a break of ten years, but the knowledge and experience of our team is second to none.



# What happens next?

* If you like this proposal, please ask your agent to hold provisional accommodation bookings if you haven’t done so already. This is at no obligation and we can generally hold for a week or so.
* If you would like to change the proposal, or discuss other options, share your ideas and we can take it from there.
* When you are ready to confirm, your agent will take a non-refundable deposit on our behalf. Only on receipt of this deposit will your holiday be confirmed. This is also the time to take out (or check the cover of your existing) travel insurance policy.
* Your travel agent will ask you to sign a Booking Form accepting our Terms and Conditions.
* We will then respond with a Booking Confirmation/Invoice. The balance is then due to us at nine weeks before travel. For holidays commencing less than nine weeks from booking, full payment will be required immediately.

**Paid pre-seating on flights**

In the last few years scheduled airlines have elected to emulate some aspects of low-cost carrier pricing models. The chance to choose particular seats in advance of travel is no longer free of charge for most airlines, unless you are a Frequent Flyer, have paid for a fully flexible (more expensive) fare. Instead, travellers can make an Advanced Seat Request for a small additional fee, per person, per sector – once the tickets have been confirmed and issued.

The ‘small additional fee’ varies across airlines and according to demand, from £20 to £30 per sector for international economy, with higher fees for exit rows or seats with extra leg room.

The fact that the tickets must be issued prior to Advanced Seat Request means that if our clients would like to take advantage of this option, we’ll need to take full payment for that part of the overall package earlier than we would normally have done. That part of the package will then be non-refundable in the event of cancellation.

The process of making and paying for an Advanced Seat Request is done online, using the Manage My Booking link on each airlines website. Payment is taken by debit or credit card.

Passengers who do not wish to purchase an Advanced Seat Request can choose their seats free of charge (except exit row seats) when they check-in online 24 hours prior to departure, or at the airport, subject to availability. However, this may be a gamble at times of the year when flights are very full.

**Terms:**

This booking is made under the terms and conditions of CEDARBERG TRAVEL LTD. These may be downloaded from our website <https://www.cedarberg-travel.com/booking-conditions/>

**General Notes**

**Insurance**

It is a condition of our accepting your booking that all passengers take out or prove that they already hold adequate fully comprehensive travel insurance. This should include medical cover, emergency medical air evacuation and repatriation cover and travel cancellation and baggage and personal possessions cover is strongly recommended.

**Booking Conditions**

Clients are deemed to have read and understood the Booking Conditions and General Information available at <https://www.cedarberg-travel.com/booking-conditions>.

Your attention is particularly drawn to the sections relating to health, passports and visas and to personal safety and security.

**Children under 18 travelling to Southern Africa**

We are pleased to advise that the South African Government have abolished the unabridged birth certificate requirements for foreign visa exempt children entering South Africa. This means most European families visiting South Africa will no longer need to bring consent letters or unabridged birth certificates of travelling minors.

To enter Botswana and Namibia, all children under the age of 18 years need to travel with both their passport AND an original full (or unabridged) birth certificate (inclusive of the names of both parents). All names on documents must match precisely.

There are additional requirements - including sworn affidavits - if the child is travelling with only one parent, with neither biological parent, or unaccompanied.

You can [order a full unabridged birth certificate online via GOV.UK](https://www.gov.uk/order-copy-birth-death-marriage-certificate) if your child was born in the UK. If you’re travelling with copies of documents, make sure you get them certified.

All documents issued in a language other than English should be accompanied by a sworn translation issued by a competent authority in the country concerned.

**Passports**

Technically, for EU, British and US passport holders, your passport should be valid for a [minimum period of 30 days](http://www.dha.gov.za/images/final_Immigration_Regulations_2014_1.pdf)(page 9) from the date of exit from South Africa. However, some immigration officials still request that a passport should have at least 6 months validity on the date of entry to South Africa. To avoid problems at the airport on arrival we recommend you meet this requirement. Your passport should have at least 2 blank pages when you present it at immigration to enter or leave South Africa.

**Visas**

Visas are required for Ethiopia, Kenya, Madagascar, Malawi, Mozambique, Rwanda, Tanzania, Uganda, Zimbabwe and Zambia. South Africa, Botswana, Mauritius, Namibia, Seychelles and Swaziland have no visa requirement for *most* EU Passport holders on holiday.

Holders of other passports should check with the relevant Embassy/Consulate. Note that visa requirements may change at any time and it is your responsibility to check current requirements before travel.

**Health Requirements**

Yellow Fever immunisation is mandatory for direct entry into some countries in sub-Saharan Africa, and for entry into some other countries if travelling there via an infected area. See the World Health Organisation website for a list of countries with specific Yellow Fever regulations and/or risk. If travelling to South Africa, for example, you must have a yellow fever certificate issued at least 10 days before arrival in South Africa if you have travelled from a country with yellow fever, or if you have transited more than 12 hours through the airport of a country with risk of yellow fever transmission. This includes when entry is solely to transit through a South African airport. The same applies when arriving in Tanzania having flown in transit through Kenya. If you don’t have a valid certificate, you’ll be denied entry.

There are no other compulsory vaccinations required for direct entry into destinations featured.

Anti-malaria tablets are strongly recommended if travelling to Ethiopia, Botswana, Kenya, Madagascar, Malawi, Mozambique, North-east Namibia including Etosha, Rwanda, the Kruger Park in South Africa, Tanzania, Uganda, Zambia, much of Zimbabwe including the Victoria Falls and most safari areas.

Generally, anti-malaria tablets are not required for the rest of South Africa (other than the Kruger lowveld), Southern and Central Namibia and the Namibian coast including Sossusvlei. They are not required for Seychelles or Mauritius.

Inoculations against typhoid, tetanus, polio and hepatitis A are frequently recommended by travel clinics. Travellers to remote areas of Zimbabwe and Zambia are recommended to take precautions against cholera.

Confirm that you are up to date with the vaccinations you should normally have for the UK. However, in all cases you must discuss your own particular needs and contraindications to vaccines or tablets with your doctor or practice nurse, at least 4 weeks before travel, for up-to-date, individual advice.

**Light Aircraft Flights**

If your itinerary includes light aircraft charter flights, please note that your luggage allowance will be limited. This varies by carrier and country from as much as 20kg to as little as 12kg per person and must be in squashy bags. 15kg is the most common. Additionally, many scheduled carriers into small airports (primarily Kenya and Tanzania) have a 15 kg per person luggage limit including hand luggage.

**Scheduled Flights**

Security and / or Insurance Surcharge and Fuel Surcharge: The price of your ticket includes a security and / or insurance surcharge and a fuel surcharge. It is shown on your ticket in the tax, fee, charge area as either YQ or YR, or if aggregated with other taxes, fees or charges, XT. It is levied by the carrier(s) and is not a tax, fee or charge imposed by a Government Authority or by a third party.

**Car Rental Notes**

All vehicles are hired subject to the Terms and Conditions set out by the applicable rental company, available at all rental branches and on the internet. We would suggest that you click these links before booking to familiarise yourself with their terms and make sure that there is nothing which would render them inappropriate for your needs.

To rent a car you need a valid, unendorsed licence which must have been valid for a minimum of 1 year, bear the photo and signature of the holder and be printed in English. If the driver's licence is not in English, an International Driver's Permit (IDP) is acceptable instead. An IDP needs to be applied for in your home country, in advance of travel. In the UK IDPs can be issued at selected Post Offices. Hire companies will not check to see if you have endorsements and are eligible to drive the vehicle you have rented but you will be asked to accept their terms and conditions which stipulate that your licence must be valid and unendorsed. If you have endorsements on your license, you will be able to rent a car but it could affect your contractual rights in the event of an incident.

By default we will book the rental car in the name of the Lead Passenger (the person shown as the Lead name on your Booking Form and Booking Confirmation). Please do let us know if the Lead Driver for the car rental booking should be a different member of the party.

Their terms are all extremely similar and the most important things to check are:

that all drivers can comply with the specific driver requirements so that you benefit from the special zero excess on the Collision Damage and Theft Loss Waivers. Having a valid unendorsed licence with a photo and written in English is a requirement from all three companies we use. An International Driver’s Permit (IDP) is acceptable to Avis and Europcar if a licence is not in the Roman alphabet and to Bidvest if the licence is not in English. An IDP needs to be applied for in your home country, in advance of travel. In the UK IDPs can be issued at selected Post Offices or by the AA.

That you understand the possible Ancillary/Additional costs which would be collected direct from you by credit card.

These include optional items and most will not even concern you. Just take a look at the ones you want as these will be charged separately to you after the car has been returned.

There is also a daunting array of potential charges for ‘mishaps’ to the rental vehicle. Our clients rarely get charged for any of these but we need to forewarn you.

There are a few items which apply to all renters but which are still collected by the car rental company; variable fuel top-up costs, a small contract fee and a refundable security deposit.

These terms can be read in conjunction with the Inclusions/Exclusions in the table in your individual paperwork

Bidvest

<http://www.bidvestcarrental.co.za/customer-care/rental-terms/>

Avis

<http://www.avis.co.za/RentalGuide/TermsAndConditionsExtract.aspx>

Europcar

<https://www.europcar.co.za/Assets/pdf/Europcar%20car%20rental%20Terms%20and%20Conditions.pdf>

**Persons with reduced mobility**

Though it cannot be said that travel and hospitality in Africa is, in general, well-designed around the needs of those with reduced mobility, this is an improving picture. However, we cannot state that any holiday is generally suitable for persons with reduced mobility. Step-free access is not the norm in vehicles or buildings. The holidays that we arrange are tailor-made and we are happy to recommend the most suitable accommodation and transportation for those with reduced mobility and to provide further information on its suitability on request.

**Financial Protection**

We provide full financial protection for our package holidays. For flight-based holidays this is through our Air Travel Organiser’s Licence number 3748 issued by the Civil Aviation Authority, 5th Floor, 11 Westferry Circus, London E14 4HE, UK, telephone 0333 103 6350, email claims@caa.co.uk. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren’t able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

When you buy a package holiday that doesn’t include a flight, protection is provided by way of a bond held by ABTA – The Travel Association 30 Park Street London SE1 9EQ www.abta.co.uk (Membership Y6051). In the event of our insolvency, this provides protection for non-flight packages commencing in and returning to the UK and other non-flight packages excluding pre-arranged travel to and from your destination. Please note that packages booked outside the UK are only protected when purchased directly with us. In the above circumstances, if you have not already travelled, you may claim repatriation to the starting point of your non-flight package. For further information please see www.abta.com.

In the unlikely event of our insolvency, either the CAA or ABTA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking.

More information about Package Travel contracts is found in [The Package Travel and Linked Travel Arrangements Regulations 2018](https://www.legislation.gov.uk/uksi/2018/634/contents/made)

**The Package Travel and Linked Travel Arrangements Regulations 2018**

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations.

Therefore, you will benefit from all EU rights applying to packages. Cedarberg Travel Ltd will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Cedarberg Travel Ltd has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

[More information on key rights under the Package Travel and Linked Travel Arrangements Regulations 2018](https://www.legislation.gov.uk/uksi/2018/634/schedule/2/made)