

Booking Terms & Conditions

Please take the time to read and understand the conditions of booking set out below prior to booking a trip with us...

1. Our contract

All bookings are made with Wishing for Africa pty ltd (us /we/our). By booking a trip with us you are deemed to have agreed to these Booking Conditions (which constitutes the entire agreement between you and us) and your booking will be accepted by us on this basis. The services to be provided are those referred to in your booking confirmation invoice and agreed itinerary.

2. Validity

Dates, itineraries and prices are valid for the period agreed to travel only and any changes to dates or itineraries may cause a change in the price.

3. Deposit requirement

You are required to pay a non-refundable deposit of an amount to be determined, depending on confirmation of itinerary and confirmation of purchase of your International flight to the city of the start of the agreed upon itinerary. Balance of payment will be broken down into agreed upon payment terms depending on the agreed upon itinerary. Once payments are made they are non-refundable. Bookings made within 60 days of departure require full payment at the time of booking.

4. Your details

In order for us to confirm your travel arrangements you must provide a scanned copy of your passport (valid for 6 months after return and minimum of 4 blank pages when departing back to your home country) and complete the personal information sheet which will be provided upon confirmation of booking.

5. Cancellation by the traveler

If you cancel some or all portions of your booking cancellation fees will apply. A cancellation will only be effective when we receive written confirmation of the cancellation. If you cancel a trip:

- At any time after making the initial deposit we will retain the deposit; unless we are able to refund you some or all.
- At any stage after making a payment due on a specific date, we retain all payments that have been made
- If you fail to arrive in the city of the start of your itinerary, arrive late, or leave it prior to its completion, no refund will be made.
- Once flights have booked they are non-refundable and change fees of the airlines may come into effect.
- 3rd party T&C's may apply

Travel Insurance will be recommended to cover costs in unforeseen circumstances.

6. Cancellation by us

We may cancel a trip at any time up to 60 days before departure. We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external

events it is not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer amounts paid to an alternate departure date or alternatively receive a full refund. In circumstances where the cancellation is due to external events outside our reasonable control refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance excess or non-refundable flights.

Travel Insurance will be recommended to cover costs in unforeseen circumstances.

7. Booking amendments

If you wish to make amendments to the agreed upon trip after booking confirmation or transfer your booking to a third party you must notify us at least 60 days prior to the proposed departure date. A fee of \$150 per person per change will apply (in addition 3rd party T&C's may apply to any charges levied by hotels, ground operators or airlines). If you notify us less than 60 days prior to the proposed departure date the refund policy applicable to cancellations will apply. Transfers to a third party are only permitted where the transferee meets all the requirements in relation to the trip...

Amendments to any other arrangements made in conjunction with your trip will incur a \$100 administration fee per booking per change. This fee is in addition to any charges levied by hotels, ground operators or airlines. No amendments are permitted to your booking within 10 days of departure.

8. Inclusions

The land price of your trip includes:

- All accommodation as listed in the Trip Notes
- All transport listed in the Trip Notes
- Sightseeing and meals as listed in the Trip Notes
- The services of a group leader as described in the Trip Notes

9. Exclusions

The land price of your trip does not include:

- International flights unless specified
- Taxes and excess baggage charges unless specified
- Meals other than those specified in the Trip Notes
- Visa and passport fees
- travel insurance
- Optional activities and all personal expenses

10. Prices & surcharges

Our trip prices are subject to variable and seasonal pricing as well as currency fluctuations, both of which are standard practice within the travel industry. This means our trip prices may vary at any time in accordance with demand, market conditions and availability. It is likely that different passengers on the same trip may have been charged different prices. Your best option if you like the price you see is to book at that time. Once you have received a quote the price will be locked in provided you pay the required deposit prior to the quote's expiry. Any reduced pricing or discounts that may become available after you have paid your deposit will not apply. If you wish

to cancel your booking to take advantage of a cheaper price, full cancellation conditions apply. We reserve the right to impose surcharges up to 60 days before departure due to unfavorable changes in exchange rates, increases in airfares or other transportation costs, increases in local operator costs, taxes, or if government action should require us to do so. In such instances we will be responsible for the any amount up to 2% of the trip price and you will be responsible for the balance. If any surcharge results in an increase of more than 12% of the trip price you may cancel the booking within 14 days of notification of the surcharge and obtain a full refund. We will not surcharge any booking for travel within the validity of this brochure once paid in full. Please note that a levy of up to 3.5% may be applied to all purchases made by credit card.

11. Age & Health requirements

Minimum General Policy: For the majority of our trips the minimum age is 18 at the time of travel. All travelers under the age of 18 must be accompanied by a legal guardian, or in lieu of a legal guardian, by an escort over the age of 18, appointed by their legal guardian. The legal guardian or their designee will be responsible for the traveler under the age of 18 day to day's care. If a legal guardian elects to designate an escort in their lieu, they will be required to complete and sign a relevant document, to delegate their authority.

Please note we cannot guarantee triple or joining rooms for families; accompanying adults may be required to share with others in the group on a twin share basis.

Variations: A minimum age of 18 applies to many Overland adventures, while a lower minimum age applies to Family trips and Short Break Adventures. Please check with your consultant or agent at the time of enquiry.

Maximum General Policy: For the majority of our trips we have no upper age limit though we remind you that our trips can be physically demanding and passengers must ensure that they are suitably fit to allow full participation.

We are able to provide details on mandatory health requirements; however, we are not medical experts. It is your responsibility to ensure that you obtain proper and detailed medical advice at least two months prior to travel for the latest health requirements, vaccinations and recommendations for your destination.

12. Passport, visas, vaccinations and travel documents

You must carry a valid passport and have obtained all of the appropriate visas, permits and certificates for the countries in which you will visit during your trip. Your passport must be valid for 6 months beyond the duration of the trip with minimum 4 blank pages on departure back to your home. It is your responsibility to ensure that you are in possession of the correct visas, travel documents, permits and certificates for your trip; please refer to the Trip Notes for details. We are not responsible if you are refused entry to a country because you lack the correct passport, visa or other travel documentation. If traveling with minors you are also required to have the necessary permission to do so, please consult your local embassy for the information.

13. Travel insurance

Travel insurance is recommended for all our travelers and should be taken out at the time of booking. Your travel insurance must provide cover against personal accident, death, medical expenses and emergency repatriation with a recommended minimum coverage of US\$200,000 for each of the categories of cover. We also strongly recommend it covers cancellation,

curtailment, personal liability and loss of luggage and personal effects. You must provide proof of your travel insurance 7 days before departure and if you decline travel insurance we will require your signature stating that it was recommended. If you obtain travel insurance through us you acknowledge that you are satisfied with the level of insurance we have arranged.

14. Flexibility

You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. The itinerary provided for each trip is representative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

15. Change of itinerary

While we endeavour to operate all trips as described we reserve the right to change the trip itinerary in which case you will be notified within 24 hours.

We reserve the right to change an itinerary after departure due to local circumstances or events outside of our control. In such emergency circumstances the additional cost of any necessary itinerary alterations will be covered by you. Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary such as visas, vaccinations or non-refundable flights.

16. Authority on tour

When our trips are run by a group leader. The decision of the group leader is final on all matters likely to affect the safety or well-being of any person participating in the trip. If you fail to comply with a decision made by a group leader, or interfere with the well-being or mobility of the group, the group leader may direct you to leave the trip immediately, with no right of refund. We may also elect not to carry you on any future trips booked. You must at all times comply with the laws, customs, foreign exchange and drug regulations of all countries visited, and you also agree to travel in accordance with our responsible travel guidelines.

17. Optional activities

Optional activities not included in the trip price do not form part of the trip or this contract. You accept that any assistance given by your group leader or local representative in arranging optional activities does not render us liable for them in any way. The contract for the provision of that activity will be between you and activity provider.

18. Claims & complaints

If you have a complaint about your trip please inform your group leader or our local representative at the time in order that they can attempt to rectify the matter. If satisfaction is not reached through these means then any further complaint should be put in writing to us within 30 days of the end of the tour.

19. Severability

In the event that any term or condition contained in these Booking Conditions is unenforceable or void by operation of law or as being against public policy or for any other reason then such term or condition shall be deemed to be severed from this contract or amended accordingly only to

such extent necessary to allow all remaining terms and conditions to survive and continue as binding.

20. Photos and marketing

Written consent required to use images of you taken during the trip for advertising and promotional purposes.

21. Privacy policy

Any personal information that we collect about you may be used for any purpose associated with the operation of a Trip or to send you marketing material in relation to our events and special offers. The information may be disclosed to our agents, service providers or other suppliers to enable us to operate the Trip.