

TERMS AND CONDITIONS

Booking Conditions

Payment on the Pro-Forma Invoice constitutes a contract between the Company (PAS Travel Pty Ltd T/A Perfect Africa) and all the people listed on the booking on whose behalf the party leader is acting, and constitutes acceptance of the booking terms and conditions set out below. In order to confirm your reservation Perfect Africa requires payment of the non-refundable deposit by the due date. Failure to submit payment may result in your reservation automatically being cancelled.

Flights

In the event of any flights being booked by the Company on behalf of the client payment is required by credit card to secure the flight price. For flight bookings we require a copy of all passengers' passports. Airlines require the full names of passengers as printed in their passports and will not accept changes once tickets are issued for security purposes. The Company accepts no responsibility for incorrect passport numbers or incorrect spelling of full names (any additional charges for changes to flights tickets will be for the clients' account). Passengers weighing 100kg (220lbs) or more must please notify us in advance as an extra seat must be reserved and costed into the booking. In the instance where an airline is grounded for whatever reason, while the Company will facilitate the booking of new or additional flights, the settlement of such requirements will be for the clients' account. Should the client qualify for any flight refunds the Company will facilitate the refund process. Please note that in the event of a booking cancellation all flights are 100% non-refundable. In the event of a refund being granted for other reasons, note that airline refunds take between 6-8 weeks in normal circumstances.

Our Standard Cancellation Policy

Cancellation prior to 8 weeks of travel - Full 30 % deposit is forfeited
Cancellation 8 - 4 weeks prior to travel - 50% of total cost is forfeited
Cancellation less than 4 weeks prior to travel - 100% of total cost is forfeited
Please note that certain of our suppliers' cancellation policies may be more stringent than our above policy and therefore the Company holds the right to forward such additional cancellation charges onto the client should the instance occur. For further information regarding this please clarify with your Travel Consultant.

Insurance

All clients must take out comprehensive travel insurance covering them for personal effects, personal accident, medical and emergency travel expenses, cancellation and curtailment. For your convenience the Company





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offers such comprehensive insurance at an additional cost. In the case of you not having such insurance please contact your Travel Consultant to request further details. Once again - it is strongly recommended that you do not, under any circumstances, travel without comprehensive travel insurance.

Passports and Children

Please note that your passport must have two consecutive side by side blank visa pages (i.e. a left and right hand page). Should your passport not comply with these requirements, you will either not be permitted to board the aircraft or risk deportation on arrival at your destination. A parent travelling with children, without the other parent, will need a police certified letter from the absent parent. Furthermore, please note that passengers entering many African countries (included but not limited to South Africa, Botswana and Zambia) must have passports valid for at least 6 months after the date of re-entry into their home country. Failure to adhere to this regulation may result in immediate deportation to the county of origin at own cost to the client. Please be aware that the above rules are strictly enforced and the onus falls solely upon the client to ensure compliance - Perfect Africa cannot help in any way should you fail to meet minimum regulations.

Liability

All tours are booked and arrangements are made, on the express condition that the Company, its employees and agents, shall not be responsible for, and shall be exempt from, all liability in respect of loss, damage, accident, injury, death, delay or inconvenience to any Client (which shall be deemed to include all heirs, executors, administrators or assigns of the Client), their luggage, or other property, wherever, whenever and however the same may occur. The Client indemnifies and holds harmless the Company, its employees and agents accordingly. The Company, its employees and agents shall furthermore not be liable for any consequential loss or damages whatsoever.

The Company provides Clients with travel and/or other services either itself or acting as agents for suppliers engaged in or associated with the travel industry, such as hotels, car hire companies, transfer companies, airlines etc. The Company accepts no liability for loss, damage, injury or death which the Client may suffer as the result of any alteration, act or omission on the part of or the failure of such suppliers to fulfil their obligations, whether in relation to travel arrangements, accommodation or otherwise. The contract in use by such suppliers shall constitute the sole contract between the supplier and the Client and any rights or recourse the Client may have will be solely against such supplier. Although every reasonable effort is made on a continual basis by the Company to ensure otherwise, on occasion, especially during low season, certain facilities or amenities may not be open or available due to maintenance, weather conditions, lack of demand or other reasons outside our control. In addition photographs of rooms and services are intended to give an overall impression rather than factual details, and not all rooms will have the same furniture or décor.



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Payment Terms

No contract exists between the Company and the Client until a Pro-Forma Invoice has been sent to the Client and the related deposit has been duly received into the registered bank account/s of the Company. Prior to submission of any payment please thoroughly check all the details, names, dates, services and service types on your invoice to ensure they are correct. The services on this invoice constitute the sole services contracted between the Client and the Company and shall prevail over any verbal or written services which may be discussed prior to receipt of the Pro-Forma Invoice.

The following payment methods are available: On-line credit card payment (Visa and MasterCard accepted), Bank transfer by direct debit, No debit cards are accepted

For all foreign currency payments clients have the option to pay via direct debit in the invoiced currency, in which instance the amount would be converted by your bankers on presentation of our invoice. It is the clients' responsibility to inform and instruct their bankers that the net invoice amount must equal the funds clearing into the Company's bank account and that all bank charges are for the clients account only.

The balance of payment showing on the Pro-Forma Invoice which is owing to the Company must be received 60 days prior to your departure date. If you do not pay in full by the due date the Company reserves the right to treat your booking as cancelled and charge you a cancellation charge up to 100% of the final invoice total in accordance with the scale listed under "Our Standard Cancellation Policy" above.

In the event of a Client needing to cancel a booking the Company must receive the request in writing. Verbal cancellations will not be accepted. Cancellation charges depend on the date when your cancellation is received by us at your consultants email address ending in @perfectafrica.com. If not all members of the party cancel, this may mean that the price for the remaining members' services will increase as they will be shared by fewer people. The Company will recalculate your holiday cost based on the new number of people travelling with any increases in costs being for the remaining party members' accounts.



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