

Dear Partner,

In an effort to establish a healthy business relation between our entities, may we ask you to take note and approve of our current Terms & Conditions as outlined below.

As we wish to avoid creating excessive administration, may we ask you to simply:

- print out this e-mail,
- fill the data fields required with your company name, personal signatory details and signature with the wording "For Approval",
- and send us a scanned version of which by return mail
-
- in return we will countersign the document received and return it to you

Here comes our current Terms & Conditions:

It has been agreed between:

INSPIRATION AFRICA

*DMC for Botswana, Malawi, Zambia and Zimbabwe
With offices in Lusaka, Zambia and Victoria Falls, Zimbabwe*

And

AGENCY NAME

With offices in City, Country

That

Reservations *A deposit of minimum 30% of the tour prices is payable at the time of the booking - more might be requested to adhere to specific terms associated with supplier products selected. The balance must be paid at least 45 days before the start of the tour. We accept deposit payment by bank wire transfer. In the event of a booking with the final 45 days before provision of the services, full payment will be expected immediately upon confirmation and in any case before travel occurs.*

Accommodation *Generally we reserve rooms based on two persons sharing a double room. Single rooms are reserved at supplementary cost. We reserve the right to book accommodation at alternative hotels/lodges where hotels/lodges named are not available.*

Transportation *Transport on safari in Africa is provided in a variety of vehicles ranging from your sedan vehicle to 4x4 safari vehicles or from microvans all the way to large coaches. The selection of which will be done as appropriate or as requested. Details are specified in itinerary. The company generally employs the services of sub-contractors for all transfers and transportation needs.*

National Park Rules *Clients are advised to observe rules of various national parks for their own safety.*

Child Discounts *Children under 2 years travel mostly free, with the exception of certain flights. Children under 12 years generally receive a substantial discount on ground arrangements provided sharing a room with 2 adults.*

Alteration to Tours *Every effort is made to adhere to itineraries advised to clients. However, should it be necessary to change the sequence or lodge due to weather conditions, or any other cause, the company reserves the right to do so.*

Tour Prices *Prices are based on prevailing tariffs at the time of printing and are subject to change without prior notice. In case of increases in tariffs outside of our control e.g. park entry fees, you will be advised accordingly.*

Visa Requirements *Most nationals will require visas for most African countries. Some countries are free of charge but otherwise the cost varies between US\$30 to US\$ 100 per person per entry. We*

recommend that where possible you obtain your visa in advance, although they are available upon arrival. To know if your nationality can obtain a visa on arrival and the cost, please check with the destination country's embassy closest to you. Some countries such as Zambia and Zimbabwe offer visitors from certain countries the benefit of a UniVisa valid for both destinations which can be obtained only at certain point of entries. In any case the onus is upon the traveller to ensure that they have the right travel documentation and visa as required.

Health By far the largest health concern raised by travellers to Africa revolves around the issue of Malaria. Please ensure you consult with a travel clinic or your physician for the appropriate medication. Usually this prescription starts a couple of days prior to your arrival, and continues for a couple of weeks after your return. Simply put, If you aren't bitten - you can't catch malaria. Using insect repellent as well as wearing long sleeved shirts and long trousers after dark will reduce the possibility of being bitten.

Vaccination wise, we recommend that our guests consult the closest health center in their country for updated information on what is needed for the countries visited. Yellow Fever is required for travel to certain African countries only. Your travel clinic or physician can brief you on recommended vaccines. When it comes to water supplies, bottled water will be supplied in most vehicles during transfers and safaris. In most African countries, we recommend you use bottled water for drinking purposes at all hotels and lodges, and not to drink water direct from the tap. This does not apply to Botswana, Namibia, South Africa and Zimbabwe where tap water is perfectly drinkable unless specified otherwise by your host.

Insurance When paying your deposit we would suggest you take out insurance at the same time against unforeseen cancellation, medical evacuation and luggage loss. Equally important is the need to check that your health and life insurance will cover you throughout your safari. The health insurance policy will need to cover the unlikely event of you requiring emergency evacuation or repatriation. We do not sell travel insurance, so this must be obtained in your country of origin. At Inspiration Africa we require all our guests to be covered by a valid travel insurance providing sufficient life and health cover in the event of an emergency; proof of which with relevant policy and contact numbers need to be forwarded to us prior to travel.

We are also able to offer an emergency evacuation service (Flying Doctors) at a cost of \$35 per person for 2 weeks. In the unlikely event of any eventuality that requires emergency attention, a rescue aircraft would evacuate you to the closest major health facility for stabilization. From here, your own health insurance would take over. The Company does not undertake to provide medical care and does not accept liability for any inadequate care provided.

Air Transfers All the companies that we use for air transfers, whether they be scheduled or chartered, are locally licensed and fully authorized.

Airport Departure Tax All International Departures from African airports attract International Departure Tax. We would recommend that you contact your ticketing agent in order to check that this is included within the price of your ticket. Generally this is the case with the exception of some locations where airport departure tax is always paid locally; mostly in cash.

Cancellation In case of cancellation, the following charges will apply on the entire tour price:

Between 120 - 91 days 30%

Between 90 - 30 days 50%

Between 30 - 15 days 75%

Within 15 days or no show 100%

Complaints Should a problem occur, please advise both ourselves and the supplier of the service in question immediately as most problems are resolved most easily on the spot. Should you remain dissatisfied, please write to us setting out the complaint in detail within 28 days of the end of our services under the contract. We cannot accept responsibility for any complaints which are not notified entirely in accordance with this clause.

Force Majeure "Force Majeure" means those circumstances where the performance of our contract with you is prevented or affected by reasons of war, threat of war, civil strife, industrial dispute,

terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, governmental actions and all similar events beyond our control. In these circumstances, we shall not be liable to pay any compensation or otherwise be responsible for any expenses or losses you might incur where we are forced as a result to cancel, delay, curtail or change your arrangement in any way or where the performance or prompt performance of our contractual obligations is prevented or affected.

Liability *The company and its agents accept no responsibility for personal injury, accident, illness, death, delays, theft, loss or damage to baggage or any other personal properties or alteration or cancellation of itinerary due to force majeure. The company will not be held responsible for delays, cancellation or non-acceptance of reservation of air space. Inspiration Africa liability is governed by the laws of Zambia and Zimbabwe and no other country. Any claim would be subject only to the Courts of one of these countries.*

Contract *The simple confirmation and booking of a tour submitted through this digital itinerary validates the client's adhesion to our terms and conditions as set above. Should you wish any clause to be amended in any way this must be discussed in writing prior to any confirmation. Failing which the above terms and conditions will apply.*

On behalf of AGENCY NAME:

Signature:

Signed by (full name):

Position (title):

Dated:

On behalf of INSPIRATION AFRICA:

Signature:

Signed by (full name):

Position (title):

Dated:

Thanks,