

COVID Terms and Conditions

Since COVID came around, much has changed and so too our terms and conditions. We've revised our cancellation / postponement policy to be more flexible and in-line with suppliers as follows:

- If a tour/safari is postponed, we will endeavor, where possible, not to increase your quote but this does depend on assistance from our suppliers and their individual policies
- If the tour is postponed to the following year, there is a possibility of a small extra cost/ increase due to seasonal or annual rates
- If a tour is postponed from now, up to 5 years from now, your deposit will be held in trust and credited to your next booking
 - Your credit voucher is calculated on your deposit paid minus any cancellation, postponement and admin fees incurred
- An admin fee will be charged on any postponement (of a tour outside of 60 days from the intended date of travel). This fee is calculated at 2% of the new postponed tour amount invoiced once the tour has been re-booked. This will be added to the invoice accordingly. Every postponement will incur an admin fee accordingly
 - For tours including bookings to Botswana and Zimbabwe, the admin fee for this section of the tour is calculated at USD\$20 per person per night (with a minimum charge of USD\$ 100 per person). Not applying to children under the age of 18
- Any tour that is cancelled completely without it being postponed, the non-refundable 20% deposit will be forfeited and cannot be refunded as per our standard Terms and Conditions.
- Any tour cancelled, and fully paid, the refund will depend on supplier cancellation policies but we will endeavor to refund as much as possible. Note that the 20% non-refundable deposit will be forfeited as with the above
- Each cancellation is treated separately, and we negotiate with suppliers to ease their cancellation policies on a case-by-case basis

Our hope is that despite what is going on in the world, you will still be able to travel as you have booked. For this reason, we will continue to offer assistance in amending of bookings, free of additional charge, once we're within 60 days of your planned travel dates. This will remain our policy while travel bans and quarantine regulations make travel from the originating country of travel unfeasible.

While we are aware that you may be anxious about your intended travel dates beyond this timeframe, we would like to encourage you to "wait" as long as possible before postponing your trip. Things change daily and you may well be able to travel as intended. If you would like to pre-emptively amend your travel dates and postpone your trip in advance of 60 days, we are happy to do so, however this will incur an admin fee, as above. This ensures we are able to make the changes to your booking while still giving the necessary attention to the

bookings being postponed within the 60 day timeframe as these of course take precedence, being short notice.

We are happy to negotiate with suppliers on your behalf in as far as we can according to individual policies, however it is worth noting that most tours postponed outside of the 60 day window are more likely to incur rate increases in order to move bookings, as opposed to those amended last minute due to imposed restrictions and not being able to travel due to the pandemic.

Please note that we will require reasonable evidence, in written statements and/or documents to support the reasons given for cancellation of your booking. Any other reasons for cancellation will be subject to our standard Terms and Conditions.

All existing and new bookings will be treated on a case by case basis as we endeavor to provide the best possible solution to ensure you are well looked after and most importantly to ensure you are able to enjoy your holiday after all.

Thank you for your support. We appreciate your understanding. Your travel consultant is happy to answer any questions you have or if you need clarity on anything.