



anywhere
in
africa



Anywhere in Africa Safaris

Terms and Conditions

These general terms and conditions of business are applicable to bookings made directly with Anywhere in Africa Safaris CC (referred to in these terms and conditions as AIA).

AIA is not a Travel Agency, but a Tour Operator and acts only as an agent between the traveler and the relevant suppliers which ranges from airlines, car rentals, hotels, transfers, touring, safari lodges and other tour operators or suppliers within the travel industry.

AIA operates subject to the specific terms and conditions of relevant property owners, suppliers and other travel-related operators used in their Tours and Packages.

1. BOOKING PROCESS

- a) The Client / Traveler is responsible to inform AIA of any bookings, confirmations, booking amendments, reductions or cancellations of rooms or services in writing by email to enable AIA to make the required itinerary changes. The onus of proof of delivery will rest on the Client / Traveler, who acknowledges and agrees that the booking process will be facilitated through AIA and any changes and amendments must be done through AIA directly and not with any of the third-party suppliers.
- b) Provisional booking periods are determined by third party suppliers and AIA reserves the right to release reservations if the provisional booking period is reached with no confirmation and/or deposit received from the Client / Traveler.
- c) AIA, at the request of the Client / Traveler in writing, will attempt to extend provisional bookings. Any extension of any provisional period will, however, remain the sole and unfettered discretion of third-party suppliers.
- d) It is recommended that the Client / Traveler be in possession of the required deposit payment before confirming any reservations with AIA, to avoid any delays in confirmation.
- e) We require updated copies of all Client / Traveler's passports on confirmation of booking

2. PAYMENT POLICY - DEPOSIT AND FINAL PAYMENT

- a) Reservations are confirmed upon receipt of written / emailed confirmation and followed by a 30% non-refundable deposit as per the deposit invoice and stipulated payment date.
- b) This deposit is non-refundable, you need to take out insurance to cover this deposit, should you cancel due to unforeseen circumstances.
- c) On payment of the deposit it is deemed to constitute your acceptance of the AIA and individual supplier's terms and conditions.

- d) Should any supplier of AIA require different payments terms or deposits; due to it being December or Peak Season, AIA will advise the client in writing and amend payment requirements. The invoice will be in the currency of the payment required.
- e) AIA reserves the right to request payment by credit card to secure all short lead time bookings which have been confirmed within 10 (ten) days of travel. Note there is an admin fee added to all credit card payments.
- f) On receipt of your deposits, AIA will pay out the deposits to the relevant suppliers on your behalf to secure the bookings.
- g) Should bookings be made less than 60 days (for less than 10 people traveling) or 90 days (for 10 or more people travelling), prior to arrival, full payment is required immediately.
- h) Final settlement of the services contracted for on your behalf will be required no later than 60 days (for less than 10 people traveling) and no less than 90 days (for 10 or more people travelling), prior to the commencement date of the itinerary, with immediate payment.
- i) Reservations shall be considered full and paid up once a final invoice has been issued and paid within 48 hours of the issuing of such an invoice.
- j) If the deposit or final payment is not paid in due time (for less than 10 people traveling) or 90 days (more than 10 people travelling), AIA reserves the right to treat this booking as cancelled - no refund is due on deposit paid.
- k) OR should deposit invoice or the final invoice not be paid within the time specified, AIA reserves the right to re-issue the invoice should there be an increase in foreign exchange rates, accommodation increased, airlines rates or any other related costs
- l) Should AIA book and confirm internal flights (domestic or regional), full payment will be required to secure the price quoted in order to avoid any disappointment.
- m) Prices and availability are subject to change until full payment is received or until funds reflect in AIA bank account (minimum 2 days).

3. CANCELLATION POLICY

The date of cancellation shall be deemed to be the date on which written notification is received by the AIA from the client by email.

- a) The deposit is non-refundable therefore no refund will be due.
- b) 100% cancellation fee as per the package price, will be charged if cancelled 60 days or less (for less than 10 people traveling) and 90 days or less (for 10 or more people travelling), from the commencement date of the itinerary and subject to the specific terms and conditions of the relevant suppliers.
- c) 100% cancellation fee will be charged if the client cancels their private charter flight within 30 days of departure.
- d) AIA and all suppliers are not responsible should the any government or countries issue travel restrictions or bans on travel which will affect the Final Confirmed Itinerary.

4. REFUND POLICY

- a) No refunds are due on the deposit
- b) Once the Final Confirmed Itinerary date has commenced, refunds will not be made for voluntarily missed tours, meals cancelled, no show on flights or any other travel related activities or service confirmed on your Tour.
- c) Airfares are quoted and booked on discounted rates and once tickets are paid for and issued no refunds will be due.

5. BANK TRANSFER

All invoices will have the relevant USD or SA Rand banking details indicated for payment by bank transfer.

6. CREDIT CARD TRANSACTIONS

- a) AIA accepts Visa, Mastercard and Amex credit cards only
- b) All credit card transactions are processed in SA Rands, if you wish to pay US Dollar invoices by credit card the US Dollar amount on the invoice will be converted to SA Rands as per First National Bank Selling Rate on the day.

7. COSTS

- a) AIA will add an additional administration fee of 3,5% on all non-cash payments
- b) AIA quotations are based on anticipated costs and are subject to amendments. There are times that these anticipated costs increase due to circumstances outside the control of AIA. These increases can be in relation to fuel surcharges, entrance fees, government / regional levies, ban by governments on travel, airline liquidation, Vat, taxes, amended/ re-routed airfares and accommodation.
- c) Full payment is required for flights before tickets can be confirmed or issued.
- d) The total package is inclusive of the AIA fee and relevant VAT on specific services.
- e) Unless expressly included, the following costs are excluded from all Tours, Packages or Final Confirmed Itineraries offered by AIA. International flights, telephone calls, laundry, drinks, meals, items of personal nature i.e. curios, optional excursions or tours, gratuities, tipping, insurance to cover non-refundable deposit and full payments, cancellation, medical expenses, baggage, emergency evacuation, visas, family travel documents for travel to Botswana or any other country.

8. PAYING INVOICES

If you receive any notification via email or any other correspondence advising of any banking changes for AIA; it is your responsibility to check prior to payment with AIA directly that this information is correct or not.

Call and speak to Kirsty Gordon immediately on 0027 79 4745119 or 0027 21 671 2889.

Anywhere in Africa Safaris **will not be held responsible** if you pay your deposit or final payment into an incorrect bank account.

9. CLIENT / TRAVELER RESPONSIBILITY PRIOR AND DURING TRAVEL

- a) Once the booking has been confirmed in writing by the Client / Traveler and the deposit has been paid to AIA, it shall be deemed to be confirmed that these Terms and Conditions have been read and understood; that the Client / Traveler agrees to be bound by these terms.
- b) It is the Client / Traveler's responsibility to read through all proposals/quotes, documents, itineraries, invoices, directions and to open any website links presented to them by AIA.
- c) It is the Client / Traveler's responsibility to let AIA know if they are not in agreement with the proposal or correspondence presented to them, prior to their written confirmation advising AIA to proceed with the booking.
- d) The Client / Traveler is responsible to ensure that they are in possession of the necessary and correct travel documents as per the Final Confirmed Itinerary.
 - Visas
 - Passports
 - Unabridged birth certificates and affidavits for children under 18 years of age traveling
- e) It is of utmost important that you thoroughly check your visa and passport requirements well before the intended date of travel, as AIA will not be held responsible should the necessary visa or passport requirements are not be fulfilled.
- f) Passports **MUST** be valid for a least six months from your return home date. There must be a least three blank visa pages in the passport (not endorsement pages). Failure to do so might result in the Client / Traveler being denied entry into the country or being allowed to board the aircraft.
- g) Most countries do not accept temporary passports; this is the responsibility of the Client / Traveler to check with the relevant embassy.
- h) AIA will not be held liable for any delays, costs incurred or any other inconvenience caused, if you are denied entry into a country due to incorrect documents or inoculations. It is the responsibility of each Client / Traveler to ensure they have the necessary visas that may be required in respect of the proposed Tour and Final Confirmed Itinerary for the relevant African and Indian Ocean countries, this includes all transit points. AIA does NOT offer a visa service.
- i) The Client / Traveler is responsible to ensure that they are in possession of necessary health requirements and certificates that may be required for travel to countries on their Confirmed Itinerary. Consult your doctor on malaria medication or speak to your local travel clinic. Yellow Fever inoculations are compulsory for East Africa and we recommend you take the additional following inoculations for Typhoid Fever, Hepatitis A & B, Cholera and Meningitis.

- j) It is the Client / Traveler's responsibility to communicate any flight changes or cancellations to AIA in writing by email.
- k) It is the Client / Traveler's responsibility to take out comprehensive travel insurance covering them for personal effects, personal accident, medical and emergency travel expenses, cancellation and curtailment of the package / tour booked.
- l) The deposits are non-refundable the Client / Traveler needs to take out travel insurance to cover this deposit as soon as the deposit is paid. AIA will not be held responsible for this non-refundable deposit.
- m) The Client / Traveler needs to understand that travel in Africa or Indian Ocean Islands, may take you into isolated regions and in close proximity with wildlife. Client / Traveler's will be required to sign a conditions and waiver form at the time of their safari or tour at the specific locations, lodges and / or adventure activities which are separate to the AIA terms and conditions.
- n) The Client / Traveler is solely responsible for ensuring that all payments due to AIA are received timeously by AIA in accordance with the provisions of the terms and conditions.
- o) It is the Client / Traveler's responsibility to read through the Final Confirmed Itinerary that is supplied by AIA prior to travel, in detail on receipt of this document and to advise AIA if they have any flight changes, concerns or queries as to the Final Confirmed Itinerary presented.
- p) It is the Client / Traveler's responsibility to print a copy of the Final Confirmed Itinerary and any relevant documents related to this Final Confirmed Itinerary. These could include E-tickets, hotel / lodge vouchers, vouchers for day tours, activities, transfers and travel directions to lodges or venues (note that AIA will not be held liable if you use the GPS and end up at the incorrect venue). Note that these documents are the final confirmation details of all services which include all contact numbers, flight information, addresses and confirmation numbers.
- q) The Client / Traveler's understands that this Final Confirmed Itinerary and final documents presented by AIA prior to your travel, supersedes any previous documents or correspondence.
- r) The Client / Traveler's understands that all vouchers, receipts and tickets are issued subject to the terms and conditions specified by AIA and suppliers. Acceptance of the Final Confirmed Itinerary, E-tickets and any relevant vouchers which are included in the AIA Final Confirmed Itinerary, is deemed to constitute your acceptance of the AIA and individual supplier's terms and conditions.
- s) The Client / Traveler's is responsible for adhering to the luggage restrictions on the light aircrafts used in Africa. If you do not adhere to these restrictions you will be charged by the airline on check-in accordingly:
 - Only 20 kg per person in a soft sided duffel bag allowed in South Africa
 - Only 15 kg per person in a soft sided duffel bag allowed in Namibia and Botswana
 - Only 15 kg per person in a soft sided duffel bags allowed in East Africa
 - Baggage limit includes main luggage and carry-on luggage and camera equipment
 - Baggage must be packed in small, flexible, soft sided bags
 - Large suitcases and other rigid frame luggage will NOT be permitted in the hold of the light aircraft
 - Luggage dimensions. This means we have small baggage stowage bays and restrictive weight limitations, for luggage.
 - Soft (all sides) luggage / duffel bags – with no frames or rigid structures. Wheels on a bag are only permissible if they are not part of a solid frame or rigid structure.
 - Maximum luggage size is 25cm (10 inches) wide x 30cm (12 inches) high x 62cm (24 inches) long
- t) That neither AIA nor its holding, parent company or representatives shall be liable for any loss, injury, death or damages arising from the Final Confirmed Itinerary. The Client / Traveler hereby irrevocably and unconditionally agrees that he/she is taking the Final Confirmed Itinerary at his/her own risk.
- u) Safekeeping of baggage and personal effects shall at all times remain the Client / Traveler's risk, AIA will assume no liability for lost or damaged luggage or personal effects during the Final Confirmed Itinerary.

10. INSURANCE

It is the Client / Traveler's responsibility to take out their own comprehensive travel insurance at the time of confirming their trip. Make sure this includes "cancel for any reason" to ensure any funds lost can be recovered.

- a) Note that this must be purchased and arranged with your insurance company on payment of your deposit to AIA or you might not get the relevant cover required.
- b) Travel insurance will cover unforeseen situations that might affect your ability to fulfil your travel obligations.
- c) Note that all deposits are non-refundable so you need to make sure you are covered by insurance should you cancel due to unforeseen circumstances.
- d) AIA and the suppliers will not refund or give you a credit for the deposit or final payment as per cancellation terms.
- e) Note that cancellation policies and penalties from our suppliers are strictly enforced.
- f) AIA will not be held liable for cancellation, medical and unforeseen circumstances which have an effect on international, regional or domestic flights or Final Confirmed Itinerary booked with AIA.
- g) Please make sure you have sufficient medical and travel insurance cover in place to cover in-hospital medical expenses and associated costs once admitted to hospital. As well as sufficient medical emergency evacuation insurance cover.
- h) We strongly recommend that you check what you are covered for, as not all travel insurance provides you with adequate cover for adventure activities.
- i) Please note that the free credit card insurances do not give you adequate cover and you will have to take out additional cover in order to be further protected.

11. BOTSWANA IMMIGRATION ACT FOR CHILDREN UNDER 18 YEARS OLD

- a) Any child under the age of 18 years travelling with both parents **must travel** with an unabridged birth certificate (showing parent's names and child's name) and a valid passport.
- b) If child is **only travelling with one OR no parent** then they must travel with passport and unabridged birth certificate and an affidavit from the non-travelling parent/s giving permission for the child to travel with whomever.
- c) This is for travel to and from Botswana.
- d) This is compulsory if you do not have the relevant documents will you be denied entry or exit from Botswana.
- e) Note it is your responsibility as Client / Traveler to other countries you are visiting on your Final Confirmed Itinerary that there are no children regulations/ documents required in these countries.

12. PRIVATE CHARTER / SCHEDULED CHARTER FLIGHTS / SCHEDULED FLIGHTS

AIA, the charter company or scheduled flight company does not accept any responsibility for delays, cancellations, technical breakdowns, diversions due to bad weather, government travel bands, airline liquidation or any other unforeseen circumstances.

- a) AIA cannot be held responsible for any flight cancellations, schedule changes or re-routings. The airlines reserves the right for these changes and AIA will endeavor to assist you with the best alternative options where possible if these have been booked through AIA.
- b) All reservations for scheduled flights (domestic / regional) not ticketed and paid in full within 24 hours are subject to automatic cancellation by the airlines.
- c) All flights ticket booked and confirmed are non-transferable and the name on the document must be as per the passport or the ticket will be re-issued at an additional cost based on what is available at the time of booking.
- d) Note that if you are a no show on a flight, your ticket automatically becomes non-refundable.

13. RESPONSIBILITY

- a) AIA makes every effort to engage quality suppliers among the airlines, hotels, tour operators and other services providers to offer the travel products making up the Final Confirmed Itinerary featured and to ensure that the various services making up the Tour will be carried out efficiently and as specified.
- b) AIA does not have direct control over the provision of services by suppliers and shall not be liable for any loss, damage, injury, additional cost, accident, delay, irregularity that may be occasioned by any error or default, act or omission of any supplier in carrying out the arrangements of the Final Confirmed Itinerary, or otherwise in connection therewith.
- c) AIA cannot be held responsible if animal sightings or special requests cannot be obtained or procured, and there will be no claim against AIA in this regard.

14. ALTERATIONS OF SERVICES

- a) AIA cannot guarantee the following and is not liable or responsible for: Fuel surcharge increases, increase in entrance fees, government, regional levies and taxes etc. Airfares are subject to the prices and conditions quoted by the airlines and cannot be guaranteed by AIA until full payment is received by the Client / Traveler and tickets issued.
- b) AIA is not responsible for any changes due to personal circumstances, delays, changes and omissions before or during your Final Confirmed Itinerary due to technical difficulties, adverse weather conditions, communication breakdowns, events or anything beyond the control of AIA. All expenses occasioned by the changed circumstances event/s, including but not limited to unscheduled extensions or curtailment of accommodation, changes to scheduled flights, additional airfares, telephone and meal costs, etc., will be for the clients own account.
- c) AIA is not responsible for any cancellation or curtailment of the Tour as a result of the Client or traveler's personal circumstances e.g. death, illness etc.
- d) Private or scheduled charter flights – AIA or the charter company do not accept any responsibility for delays, cancellations due to unforeseen circumstances, technical breakdowns, diversions due to bad weather or airline liquidations.
- e) AIA and all suppliers are not responsible should the any government or countries issue travel restrictions or bands on travel which will affect the Final Confirmed Itinerary.

15. GENERAL CONDITIONS

- a) Whilst AIA has used its best endeavors to standardize these Terms and Conditions, there may be instances where, with specific reference to third party supplier bookings, it might be necessary from time to time to vary the payment and/or other terms.
- b) Itineraries may be subject to change at any time, even after issue, due to unforeseen circumstances beyond the control of AIA. This includes flights, accommodation and arranged sightseeing tours. However, every effort will be made to operate itineraries as planned.
- c) Whilst AIA will take reasonable steps to secure your reservations promptly and to ensure your comfort and safety, participation in any tours or packages offered by the suppliers (including transportation to and from any venues) is at your own risk. Accordingly, you and any person on whose behalf you have booked, will not have any claim (whether for loss, damage, injury, accident or delay).
- d) That all information contained in the AIA proposal, final confirmed itinerary, prices quotes, invoices, directions, airline tickets, etc. are to the best of AIA knowledge and believed to be true and correct as the time of preparation and presentation. AIA accepts no liability for any errors/inaccuracies contained therein.
- e) The Client / Traveler acknowledges to not engage in any distribution, trade practice or advertising method which would be harmful to AIA.

16. FORCE MAJEURE

Force Majeure" means, in relation to the AIA and relevant suppliers; any circumstances beyond the reasonable control of AIA. Including, but without limitation; acts of God, explosion, flood, tempest, fire, accident, war, threat of war, strike, sabotage, insurrection, civil disturbances or requisition, sickness, quarantine, government intervention (i.e. closing of borders, travel bands), weather conditions, lack of materials, renovations or other unexpected occurrences.

- a) If AIA or the relevant suppliers are affected by "Force Majeure", AIA shall forthwith notify you of the nature and extent thereof.
- b) AIA shall not be deemed to be in breach of these terms and conditions or otherwise be liable to you, by reason of delay in performance, or by non-performance, of any of its obligations hereunder to the extent that any such delay or non-performance is due to any Force Majeure.
- c) If there is Government intervention (i.e. border closures, travel bands); once AIA has investigated the prevailing situation as it deems fit, it shall remain in AIA and the relevant suppliers sole and absolute discretion whether to proceed with the trip or offer alternative travel options. However, no refunds will be actioned.
- d) If there is civil unrest, once AIA has investigated the prevailing situation as it deems fit, it shall remain in AIA and the relevant suppliers sole and absolute discretion whether to proceed with the trip or offer alternative travel options. However, no refunds will be actioned.
- e) If AIA is affected by Force Majeure it shall be entitled to, and may in its sole and absolute discretion, vary or cancel any itinerary or arrangement in relation to the trip. AIA and relevant suppliers' terms and conditions shall apply accordingly. Payment of any refund by AIA or relevant suppliers shall remain in its sole and absolute discretion although AIA and relevant suppliers shall use its reasonable endeavors to reimburse you where possible. All monies so recovered by AIA will be reimbursed to the Client / Traveler less 8% (Eight percent) of the Price refunded as an administration charge. Deposits will not be refunded.
- f) The non-refundable deposit and cancellation terms of AIA and relevant suppliers will apply as per above.

17. DISCLOSURE

- a) It is recorded that the participation in this Tour or Package may expose the Client / Traveler to certain risks and dangers including, but not limited to the hazards of traveling in undeveloped areas, travel by boat, train, automobile, aircraft or other means of conveyance, the forces of nature, adventure activities i.e. bungi jumping, white water rafting, horse riding, Devils Pool activity, safaris, political or global unrest, accident or illness in remote regions without means of rapid evacuation or medical facilities.
- b) The Client / Traveler has agreed to execute a waiver of rights against AIA and suppliers who are integral parts of the Final Confirmed Itinerary offered by AIA.
- c) The Client / Traveler (which shall be deemed to include the heirs, executors, administrators or assigns of the Client or Traveler) do hereby irrevocably waiver and abandon all and whatsoever rights which the Client / Traveler may have against AIA or the relevant suppliers, in consequence of any damage, injury or otherwise of whatsoever nature and howsoever arising.
- d) Client / Traveler is aware and clearly understands that AIA does not have liability regarding provisions of medical care of the adequacy of any care that may be rendered. It is understood that AIA will use their best efforts to ensure that all adequate measures are taken to avoid such occurrences.
- e) Client / Traveler is aware and clearly understand that AIA is not held responsible should the Client / Traveler not print and travel as per the Final Confirmed Itinerary, directions, E-tickets and voucher provided by AIA.
- f) By paying the non-refundable deposit and/or signing the Guest Information Form, this constitutes the whole agreement between the parties listed on the Final Confirmed Itinerary or Invoice as per these terms and conditions. As Lawful consideration to the agreement with AIA to participate in such trips and activities, you hereby agree that you will not make a claim against AIA, suppliers and its employees from all claim actions and demands that you have for not following the Final

Confirmed Itinerary, bodily injury, death, property damage arising from your participation in an activity or tour as per the Final Confirmed Itinerary.

- g) Acceptance of the Guest Information Form and / or payment of the non-refundable deposit will serve as the release of Liability and Assumption of Risk Agreement. This agreement is binding on your heirs, legal representatives and assigns. If any portion is unenforceable, the remaining portions shall remain in full force and effect.
- h) That save and except for what has been stated herein, there exists no warranties, representations, guarantees, promises, undertaking or inducements of any nature whatsoever. Any matter or things said by any person on behalf of AIA irrespective of the position such person occupies, and which is not stated herein, shall not be binding to AIA or suppliers irrespective as to the nature and extent of any such things, and the client acknowledges that he/she has not relied on any matter or thing stated on behalf of AIA that is not included herein.

18. CONSENT TO PASS ON TRAVEL INFORMATION TO THIRD PARTIES

The information required on the "Guest Information Form" is shared with all relevant parties on your journey to ensure your needs are met. All reasonable measures are undertaken to keep this information confidential. Whilst the confidentiality of your personal information is our utmost priority, we need to store this information and pass it onto third parties such as airlines, hotels, transfer companies, restaurants and our partners in order to assess your potential holiday options and make the necessary arrangements and reservations. We will comply with the applicable privacy and data protection laws but we do require your consent. Details are required for each traveler in the party, including children, tour leaders, travel coordinators, private guides as relevant to the booking.

By signing the "Guest Information Form" and paying the deposit, you confirm that the given information is correct and accurate and that you consent to Anywhere in Africa Safaris, retaining and sharing the information with third parties for the purpose of making the necessary travel arrangements and managing the proposed itinerary.

Dated: 11 April 2020

