



# Tourism that Cares Collection

[www.bestsafariAfrica.com](http://www.bestsafariAfrica.com)  
[www.luxuryafricansafari.co.za](http://www.luxuryafricansafari.co.za)

M5 Place, 2 A Hibiscus Street, Durbanville, 7550, Western Cape, South Africa.  
Tel: +27 21 976 0099. 2<sup>nd</sup> line +27 21 975 8865  
Email: [sales@bestsafariAfrica.com](mailto:sales@bestsafariAfrica.com)  
[info@luxuryafricansafari.co.za](mailto:info@luxuryafricansafari.co.za)

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## **TERMS AND CONDITIONS ( UPDATED ON 4 SEPTEMBER 2015)**

BY MAKING A DEPOSIT PAYMENT TO US, YOU INDICATE YOUR AGREEMENT TO THESE TERMS AND CONDITIONS BELOW IN FULL.

### **1) PAYMENT METHODS**

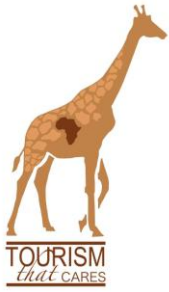
PAYMENT IS DUE IN SOUTH AFRICAN RANDS ( ZAR), UNLESS OTHERWISE STATED, VIA BANK TRANSFER OR CREDIT CARD. WE ACCEPT VISA AND MASTERCARD, AMEX AND ARE BOUND BY FIRST NATIONAL BANK OF SOUTH AFRICA'S SECURITY AND SAFETY LAWS WHEN IT COMES TO PROCESSING OF PAYMENT. THE VALUE OF THE TRIP MUST BE PAID FOR AS PER THE ZAR VALUE OF THE INVOICE PROVIDED. EXCHANGE RATES ARE MERELY GUIDELINES FOR CLIENTS TO SEE THE COST IN THEIR OWN CURRENCY FOR COMPARISON, AND WE CANNOT BE HELD RESPONSIBLE FOR THE EXCHANGE RATE YOUR BANK USES WHEN CONVERTING ZAR INTO YOUR LOCAL CURRENCY. THESE PRICES EXCLUDE THE SERVICE FEES OR EXCHANGE RATE YOUR BANK CHOOSES TO CHARGE AT THE TIME OF DEDUCTION.

#### **1.1) DELIVERY OF DOCUMENTS GUARANTEEING SERVICES**

ONCE A DEPOSIT IS PAID , YOU WILL RECEIVE YOUR NECESSARY TRAVEL VOUCHERS WITHIN **7 DAYS**, GUARANTEEING YOUR TRIP WITH DETAILED INCLUSIONS AND EXCLUSIONS. THESE VOUCHERS ARE LEGALLY BINDING, SERVICE GUARANTEED DOCUMENTS IN ACCORDANCE WITH INTERNATIONAL TRAVEL STANDARDS SET OUT BY SATSA( SOUTHERN AFRICAN TOURISM SERVICES) AND ASTA( AMERICAN SOCIETY OF TRAVEL AGENTS). THESE DOCUMENTS ARE NORMALLY SENT VIA **PDF** TO YOUR EMAIL OR DELIVERED BY HAND OR DHL COURIER SERVICES {IF REQUESTED} AT AN ADDITIONAL FEE.

#### **1.2 BOOKING FORM ( SEE PAGE 6 – 8 BELOW)**

DUE TO THE EXTREMELY IMPORTANT NATURE OF CORRECT SPELLING OF NAMES ON FLIGHT TICKETS, AS WELL AS SAFETY AND SECURITY REGULATIONS, NO BOOKINGS WILL BE PROCESSED UNLESS A COMPLETE BOOKING FORM IS RECEIVED ON CONVERSION OF A QUOTE TO A BOOKING. ALL BOOKING FORMS MUST BE SENT TO THE TRAVEL CONSULTANT YOU ARE DEALING WITH DIRECTLY OR TO:



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[SALES@BESTSAFARIAFRICA.COM](mailto:SALES@BESTSAFARIAFRICA.COM) OR [INFO@LUXURYAFRICANSAFARI.CO.ZA](mailto:INFO@LUXURYAFRICANSAFARI.CO.ZA)

## **2) TRAVEL INSURANCES AND LEGAL DOCUMENTATION:**

ALL PARTICIPANTS MUST TAKE OUT TRAVEL, MEDICAL, CANCELLATION AND CURTAILMENT INSURANCE.

THE AGENT, OR ORGANISING COMMITTEE, OR PERSON TRAVELLING THEMSELVES, ARE RESPONSIBLE TO ARRANGE INTERNATIONAL FLIGHTS OUT OF AND RETURNING TO THEIR COUNTRIES OF ORIGIN, AS WELL AS ENSURING EACH TRAVELLER HAS THE NECESSARY VISA, HEALTH AND OTHER INTERNATIONAL TRAVEL DOCUMENTATION IN PLACE AT LEAST 45 DAYS PRIOR TO DEPARTURE. ANY OMISSIONS IN THIS REGARD, ARE NOT THE RESPONSIBILITY OF OUR COMPANY.

## **3) DEPOSIT POLICY FOR SERVICE PROVIDERS:**

SUBJECT TO THE SIZE AND COMPLEXITY OF THE GROUP, AND ITS ACCOMMODATION AND LOGISTICAL REQUIREMENTS, AS WELL AS THE TIME OF YEAR, WE MAY REQUIRE A 50% DEPOSIT WITHIN 7 DAYS OF BOOKING. THE BALANCE IS DUE NO LESS THAN 45 DAYS PRIOR TO ARRIVAL. IF PAYMENTS ARE MADE OVER A PERIOD OF MORE THAN 14 DAYS, IE INITIAL DEPOSIT IN MARCH AND THEN FINAL PAYMENT IN JULY, THE INVOICE FOR BALANCE OF PAYMENT WILL BE ADJUSTED ACCORDINGLY SHOULD THE EXCHANGE RATES FLUCTUATE SIGNIFICANTLY.

### **3.1 EXCHANGE RATE FLUCTUATION**

AT NO STAGE CAN WE GUARANTEE A RATE OF EXCHANGE, IF YOUR TRIP INVOLVES MULTIPLE CURRENCY COSTS FOR MORE THAN 48 HOURS. ANY MAJOR FLUCTUATIONS WILL BE ADJUSTED ON THE INVOICE ACCORDINGLY AND FORMAL WRITTEN NOTIFICATION WILL BE GIVEN TO THE CLIENT FOR CONSIDERATION.

**4) ADMINISTRATION FEES:** ALL DEPOSITS CARRY A 10% NON- REFUNDABLE ADMINISTRATION FEE OF THE **TOTAL TRIP COST** AND WE STRONGLY RECOMMEND TAKING OUT CANCELLATION INSURANCE WHEN BOOKING ANY TRIPS OF SIGNIFICANT VALUE. WE CARRY BANK CHARGES, CREDIT CARD FEES ADMINISTRATION AND COMMUNICATION COSTS BASED ON TIME INVESTED IN A BOOKING, THIS IS WHY WE APPLY THIS POLICY. SOME HOTELS, RESORTS AND



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LODGES ENFORCE NON-REFUNDABLE DEPOSITS THROUGHOUT THE YEAR. ( SEE POINT 6 BELOW.) HOTELS MAY INCREASE THEIR CANCELLATION POLICY OVER FESTIVE SEASON. (SEE POINT 7 IN THIS REGARD ON THE PAGE BELOW)

## **5) STANDARD CANCELLATION POLICY APPLICABLE TO TOTAL TRIP COSTS \* :**

ANY BOOKINGS CANCELLED LESS THAN 210 DAYS BUT MORE THAN 90 DAYS PRIOR TO DEPARTURE ARE SUBJECT TO A 25% CANCELLATION FEE.

ANY BOOKINGS CANCELLED LESS THAN 90 DAYS BUT MORE THAN 60 DAYS PRIOR TO DEPARTURE, ARE SUBJECT TO A 30% CANCELLATION FEE

ANY BOOKINGS CANCELLED LESS THAN 60 DAYS BUT MORE THAN 30 DAYS PRIOR TO DEPARTURE ARE SUBJECT TO A 50% CANCELLATION FEE.

ANY BOOKINGS CANCELLED LESS THAN 30 DAYS BUT MORE THAN 21 DAYS PRIOR TO DEPARTURE ARE SUBJECT TO A 60% CANCELLATION FEE.

ANY BOOKINGS CANCELLED LESS THAN 21 DAYS BUT MORE THAN 14 DAYS PRIOR TO DEPARTURE ARE SUBJECT TO A 100% CANCELLATION FEE.

*\*THIS EXCLUDES ALL AIRLINE TICKETS, WHICH ARE LISTED SEPARATELY UNDER POINT 8.*

## **6) CANCELLATION POLICY ADDENDUM:**

**SOME SAFARI LODGES AND SMALLER PRIVATE RESORTS ENFORCE STRICTER NON REFUNDABLE DEPOSIT POLICIES THAN THE ABOVE POLICY.**

**PLEASE NOTE:** SOME SAFARI LODGES, RESORTS OR BOUTIQUE HOTELS WITH A SMALL ROOM TOTAL, ARE NOW ENFORCING 25% **NON-REFUNDABLE** DEPOSITS WITHIN 14 DAYS OF MAKING A BOOKING, AND THE BALANCE IS DUE 60 DAYS PRIOR TO ARRIVAL. ANY CANCELLATIONS LESS THAN 60 DAYS CARRY A 100% CANCELLATION FEE.

THEREFORE THIS POLICY OVERRIDES THE ABOVE STANDARD POLICY, ONLY WHEN A SPECIFIC LODGE OR GROUP OF LODGES APPLIES THIS HIGHER PERCENTAGE OF CANCELLATION AND



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NON REFUNDABLE DEPOSITS , AND CAN BE OBTAINED PER LODGE ON REQUEST WHEN MAKING A BOOKING.

## **7) FESTIVE SEASON BOOKINGS BETWEEN 5 DECEMBER AND 10 JANUARY EVERY YEAR ARE STRICTER.**

PLEASE NOTE: BETWEEN 5 DECEMBER – 10 JANUARY EVERY YEAR MOST HOTELS, RESORTS AND LODGES ENFORCE A STRICTER CANCELLATION POLICY THAN OUR STANDARD POLICIES STIPULATED IN POINT 5. THESE CAN BE OBTAINED ON REQUEST WHEN BOOKING OVER THIS PERIOD.

## **8) AIRLINE TICKETS:**

MOST TICKETS ARE GENERALLY PARTIALLY REFUNDABLE, BUT ALWAYS CARRY AN AMENDMENT FEE. YOUR TICKETS WILL CARRY THESE DETAILS , AND ARE TREATED CASE BY CASE, DEPENDING ON THE FARE CLASS BOOKED, AND THE INDIVIDUAL AIRLINE POLICY. IF BOOKED IN THE CHEAPEST CLASS THEY ARE NON REFUNDABLE.

## **9) REFUND POLICY:**

9.1 OUR REFUNDS ARE PROCESSED WITHIN THE CANCELLATION GUIDELINES LISTED ABOVE IN POINTS 4 – 8. REFUNDS ARE PROCESSED WITHIN **7 DAYS** OF RECEIVING YOUR CANCELLATION EMAIL, WHICH MUST BE PUT IN WRITING TO YOUR TRAVEL CONSULTANT THAT YOU WERE DEALING WITH, AND SUPPORTED WITH NECESSARY DOCUMENTATION I.E. MEDICAL CERTIFICATES ETC.

9.2 IF IN THE CASE OF A SERVICE DELIVERY FAILURE, PLEASE LODGE YOUR COMPLAINT IN WRITING TO YOUR TRAVEL CONSULTANT YOU WERE DEALING WITH, OR TO [SALES@BESTSAFARIAFRICA.COM](mailto:SALES@BESTSAFARIAFRICA.COM) OR [INFO@LUXURYAFRICANSAFARI.CO.ZA](mailto:INFO@LUXURYAFRICANSAFARI.CO.ZA). CALL +27 21 976 0099 IF YOU WISH TO TALK TO A CONSULTANT BEFORE LODGING THE COMPLAINT IN WRITING.

9.3 ONCE WE RECEIVE A COMPLAINT REGARDING A SPECIFIC HOTEL OR SERVICE PROVIDER, WE WILL INVESTIGATE THE MATTER WITHIN 7 DAYS OF YOUR COMPLAINT, AND THEREAFTER ISSUE A REFUND INSTRUCTION AND REFUND FORM TO COMPLETE IF YOUR COMPLAINT WAS VERIFIED AND APPROVED BY OUR INVESTIGATION. REFUNDS ARE PROCESSED USING THE SAME AVENUE / FORM OF PAYMENT THAT WAS USED WHEN CLIENT MADE PAYMENT TO US.



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9.4 WE OPERATE WITHIN THE LAWS OF THE CONSUMER PROTECTION ACT( ACT NR 68, 2008) OF SOUTH AFRICA, AND SHOULD A DISPUTE ARISE WITH A HOTEL OR SERVICE PROVIDER, WE WILL ACT WITHIN THE GUIDELINES OF THIS LAW APPLICABLE TO THE TOURISM INDUSTRY WITHIN SOUTH AFRICA.

[HTTPS://WWW.SAICA.CO.ZA/PORTALS/0/TECHNICAL/LEGALANDGOVERNANCE/GON271CODEOFCONDUCTCGSO.PDF](https://www.saica.co.za/portals/0/technical/legalandgovernance/gon271codeofconductcgso.pdf)

WE WILL ALSO REFER TO SATSA'S CODE OF CONDUCT , BY WHICH WE ARE REQUIRED TO COMPLY:

[HTTP://WWW.SATSA.COM/CODE-OF-CONDUCT/](http://www.satsa.com/code-of-conduct/)

IF YOU ARE OF THE OPINION WE ARE NOT COMPLYING WITH THIS CODE OF CONDUCT YOU ARE WELCOME TO LODGE A COMPLAINT WITH SATSA DIRECTLY.

**SATSA CONTACT DETAILS :**

+27 (0) 86 12 72872; +27 (11) 886 9996. **EMAIL:** PA@SATSA.CO.ZA

**10) CANCELLATION INSURANCE AND NEGOTIATING REDUCTIONS WITH MANAGEMENT:**

**BASED ON POINTS 5 – 9, WE REPEAT IT IS STRONGLY ADVISABLE TO TAKE OUT CANCELLATION INSURANCE, TO COMPLETE BOOKING FORMS PROPERLY AND TO BE AWARE THAT OUR TERMS AND CONDITIONS RELATE TO SERVICE PROVIDERS AND PRINCIPALS THAT WE USE UNDER GUIDANCE FROM SATSA CODE OF CONDUCT.**

WE WILL TRY AND NEGOTIATE THE REDUCTION OF THE CANCELLATION POLICIES, PER CASE, TO SERVE THE CUSTOMER, SHOULD THE NEED ARISE. THE FINAL DECISION LIES WITH THE HOTEL OR SERVICE PROVIDER'S MANAGEMENT TEAM, NOT US AS A TRAVEL AGENCY. THEY WILL TAKE INTO ACCOUNT FACTORS SUCH AS RESELLING OF ROOMS, OR TIME OF YEAR, OR LOSS OF REVENUE.

THESE NEGOTIATIONS ARE MERELY AN OFFER TO MINIMIZE COSTS TO OUR CLIENTS, BUT UNDER NO CIRCUMSTANCES IS IT UP TO US AS A TRAVEL AGENCY WHAT THE FINAL DECISION WILL BE IF EXISTING CANCELLATION POLICIES FROM OUR SUPPLIERS WILL BE WAIVERED OR REDUCED.

WE OPERATE WITHIN THE RULES OF LAW AND ETHICAL NORMS OF OUR NATION, AND CANNOT PUT UNDUE PRESSURE ON A SERVICE PROVIDER TO REFUND MORE THAN IS STIPULATED IN THEIR CANCELLATION POLICIES AND TERMS AND CONDITIONS.

**11) PRIVACY POLICY:**



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11.1 ALL INFORMATION RECEIVED IN THE BOOKING FORM, ON PAYMENT FORMS, AND CORRESPONDENCE VIA EMAIL WILL BE TREATED WITH STRICTEST CONFIDENTIALITY.

11.2 NO UNSOLICITED EMAILS, SPAMMING OR USAGE OF THE CLIENTS INFORMATION OTHER THAN FOR THE PURPOSES OF DIRECT COMMUNICATION RELATING TO THE CLIENTS TRAVEL NEEDS, WILL BE ENTERED INTO.

11.3 CLIENT'S INFORMATION WILL NOT BE SOLD, OR PASSED ONTO ANY THIRD PARTIES FOR USAGE IN DATABASE PROMOTIONAL ACTIVITIES OR MARKETING.

## **12. PRICING POLICY WITH MULTI CURRENCY COSTS:**

- A. Other than South Africa and Namibia, which operate in ZAR (South African Rands) the rest of the countries we work with, all costs are billed in U\$ Dollars by our suppliers.
- B. The U\$ dollar costs on our invoices are converted into ZAR on day of payment, in order to charge your credit card in our head office currency in South Africa.
- C. **Please contact us BEFORE making payment** for the correct rate of exchange as our invoices will then need to be updated on the spot price for the day from our bank. Your virtual invoice will be converted into ZAR on the day of payment.

## **END OF TERMS AND CONDITIONS**

BOOKING FORM to be completed on the pages below.

BOOKING FORM



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Dear Guest,

Thank you so much for booking with us. In order for us to proceed with the booking, we require the following information completed at your soonest convenience. This information is used for flight, hotel and transport bookings. Please ensure names are accurately recorded, as typing errors on E tickets that we issue, based on this information may result in you being refused entry onto a flight.

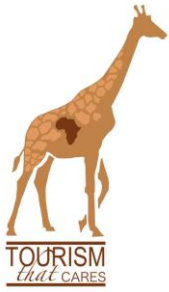
<b>Arrival Information:</b>
Airport, date, time and flight number :
<b>Departure information:</b>
Airport, date, time and flight number:

Should you require us to book international flights, please indicate which airport you wish to use and any preferred airline, and economy, business or first class?  
Flights are payable within 12 hours of booking via credit card, in order for seats to be guaranteed at quoted rate.

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Mr./Mrs./Miss?	Names and surnames of all travellers ( As per your passport)	Dates of birth and passport numbers

<b>VERY IMPORTANT: The following information is critically important:</b>
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**a)Billing address and physical home address:**

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We need this information due to legal processing of your payment via our bank and for safety and security verification of transactions exceeding ZAR 50 000.

**b) Copy of your passports:**

Please scan copies of your passport and send to us within 24 hours of completing a booking.

We need this to double check all your names and surnames, for the processing of e tickets, credit card payments, car rental main drivers and any visa applications.

**c)Emergency contact number of 2 active mobile phones whilst travelling within our country, should we need to contact you:**

Mobile number 1: \_\_\_\_\_  
Mobile number 2: \_\_\_\_\_

**TRANSPORT: ( ONLY IF YOU ARE TAKING A RENTAL CAR).**

Name of the main driver, age of main driver, and number of years you have a driver's license.

**VISAS:** It is your responsibility to ensure you have the correct visas, but we have a travel information service which is available to assist you in this regard.

**Please state your nationality here:**

**NEXT OF KIN :**

**EMERGENCY CONTACT OF A FAMILY OR FRIEND WHILST TRAVELLING:**

( please provide email and telephone number)

**DIETARY REQUIREMENTS:**

for example: Vegetarian, nut allergy, milk intolerance, Kosher, Halaal, vegan.





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<p><b>MEDICAL and TRAVEL INSURANCE:</b>          We strongly recommend you take out travel insurance. This you can purchase in your own nation or via <a href="http://www.luxuryafricansafari.co.za/travelinsurance.html">http://www.luxuryafricansafari.co.za/travelinsurance.html</a></p>
<p><b>SPECIAL REQUESTS:</b>          for example: anniversaries, birthdays, bed layouts ( twins or doubles), WIFI access.</p>
<p><b>MEDICAL CONDITIONS:</b>          for example: heart problems, diabetic, allergic to penicillin medications,</p>
<p><b>VERY IMPORTANT: NEW SOUTH AFRICAN CHILD TRAVEL REQUIRMENTS:</b>          As of 1 June 2015, all children travelling <b>under the age of 18</b> travelling into and out of South Africa, will be required to carry an <b>unabridged birth certificate</b>, as well as a valid passport under the new regulations issued by the South African government.          Any omissions will cause the children to be refused entry or exit of our country.</p>

<p><b>Option 1:</b>  <b>Child travelling with both parents</b></p>	<p>Parents must produce an <b>unabridged birth certificate</b> and a <b>valid passport</b></p>
<p><b>Option 2:</b>  <b>Child travelling with 1 parent</b></p>	<p>Parent must produce an <b>unabridged birth certificate, valid passport</b> and a <b>court order/ death certificate/ official affadavit</b> confirming the absent parent has given permission for the child to travel.</p>
<p><b>Option 3: Child travelling with guardian only( ie no parents with on the journey)</b></p>	<p>Guardian must produce an <b>unabridged birth certificate, valid passport</b> and a <b>court order/ death certificate/ official affadavit</b> confirming the absent parents have given permission for child to travel.</p>
<p><b>Option 4: Child unaccompanied</b></p>	<p>Child must produce an <b>unabridged birth certificate, valid passport</b> and an <b>official affadavit</b> confirming the absent parents or legal guardians have given permission for the child to travel.PLUS a letter from the person receiving the child in South Africa, with full contact details and certified copy of their Passport or ID.</p>

END OF DOCUMENT