



Refund & cancellation policy

By requesting us to book and confirm your quotation in writing, you indicate your agreement to these terms and conditions. Once you have requested us to book in writing, via email, WhatsApp, skype or any other form of written media, you become bound to these terms and conditions.

Covid 19 general comment: if booking during the global covid crisis, we have an added safety net in place. Quite simply you are allowed to postpone up until 45 days before travel without any penalties, and you can postpone up until 12 months after your original travel dates. If you chose to cancel completely and not postpone, you will face cancellation fees, in general terms listed below in points 4 and 5, and yet, we will do our best to negotiate the cancellations, stated in point 10.

Terms and conditions

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. If payment is done via international credit / debit card a 4% service fee will be added onto each transaction.

We 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.

If you receive an invoice in u\$ dollars, then kindly note this relates to a u\$ dollar cost that is payable in this currency. Kindly pay your ZAR and u\$ dollar invoices separately into the stated accounts, or if choosing to lump them together and pay via credit card in ZAR, we will convert the US\$ dollar portion of the invoice, at our bank quoted rate from US\$ to ZAR.



1.1) DELIVERY OF DOCUMENTS GUARANTEEING SERVICES

Once a deposit is paid, you will receive your necessary travel confirmation within 02 days, guaranteeing your trip with detailed inclusions and exclusions. This document is legally binding, a form of service guarantee, in accordance with international travel standards set out by SASTA (southern African tourism services). These documents are normally sent via pdf to your email or delivered by hand or courier services {if requested} at an additional fee.

1.2) BOOKING FORM

Due to the extremely important nature of correct spelling of names, as well as safety and security regulations, no bookings will be processed unless a complete booking form and copies of passports is received on conversion of a quote to a booking. All booking forms must be sent to the coordinator you are dealing with directly

1.3) TRAVEL INSURANCES AND LEGAL DOCUMENTATION:

All participants must take out travel, medical, cancellation and curtailment insurance. The person travelling themselves, are responsible to arrange international flights out of and returning to their countries of origin, as well as ensuring each traveler 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.

2) DEPOSIT POLICY:

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 25 – 50% deposit within 24 hours 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, i.e. 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 for any u\$ dollar-based costs, i.e. travel outside of South Africa, and in most neighboring countries.



Timeline for deposits of individuals.

- 50% deposit to secure your booking
- 50% balance 45 days before travel.

Timeline for deposits for groups of 5 or more travelers:

- 25% deposit to secure your booking
- 25% 90 days before travel
- 50% balance 45 days before travel.

3) EXCHANGE RATE FLUCTUATION

At no stage can we guarantee a rate of exchange for longer than 24 hours, if your trip involves multiple currency costs we will take a spot price on the day. Any major fluctuations will be adjusted on the invoice accordingly if payment is not made by due date stated.

4) ADMINISTRATION FEES:

All deposits carry a 10% non- refundable administration fee of the total trip cost.

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 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 carry a minimum of a 10% cancellation fee, regardless of the time of deposit. (see point 4 administration fees)

Any bookings **cancelled less than 180 days but more than 120 days prior** to arrival are subject to a **25%** cancellation fee.

Any bookings **cancelled less than 90 days but more than 60 days prior** to arrival, are subject to a **50%** cancellation fee.

Any bookings **cancelled less than 30 days but more than 21 days prior** to arrival are subject to a **75%** cancellation fee.

Any bookings **cancelled less than 21 days prior** to arrival are subject to a **100% cancellation fee**.

**** please note:** the above is standardized across a wide array of service providers, as such these cancellation terms are the minimum standard applicable. Should there however be stricter policies in place, based on the specific service provider, we will apply the latter, and you are entitled to request these cancellation policies in writing.

***** please note:** Southern and East Africa tend to have strict cancellation policies in place, because in many key tourist areas there is high demand for volunteering, but there is limited access in terms of availability, so once a participant cancels, the chances of reselling the opening are low.

6) CANCELLATION POLICY ADDENDUM:

Some organizations enforce stricter non-refundable deposit policies than the above policy.

Please note: some organizations are now enforcing 25% non-refundable deposits within 2 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 organization applies this higher percentage of cancellation and non-refundable deposits and can be obtained per lodge on request when making a booking.



7) REFUND POLICY:

7.1) our refunds are processed within the cancellation guidelines listed above in points 4 – 6. Refunds are processed within 14 days of receiving your cancellation email, which must be put in writing to your coordinator that you were dealing with, and supported with necessary documentation i.e. Medical certificates etc.

7.2) we operate within the laws of the consumer protection act (act nr 68, 2008) of South Africa, and should a dispute arise with service provider, we will act within the guidelines of this law applicable to the tourism industry within South Africa.

8) CANCELLATION INSURANCE AND NEGOTIATING REDUCTIONS WITH MANAGEMENT:

Based on points 5 – 7, we repeat it is strongly advisable to take out cancellation insurance, to complete booking forms properly and that all your travel documents/ visas/ health entry requirements are in place. Please be aware that our standard terms and conditions relate to service providers and principal's terms sent to us.

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 management team, we will consider factors such as reselling of vacancies, or time of year, or loss of revenue.

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.

9) PRIVACY POLICY:

9.1) all information received in the booking form, on payment forms, and correspondence via email will be treated with strictest confidentiality.

9.2) no unsolicited emails, spamming or usage of the client's information other than for the purposes of direct communication relating to the clients needs, will be entered into.

9.3) client's information will not be sold or passed onto any third parties for usage in database promotional activities or marketing.