

## **TERMS & CONDITIONS OQABII TOURS AND TRAVEL**

### **RATES**

Rates include all expenses for best available accommodation, vehicle and driver as per itinerary, meals on safari as indicated in the itinerary, entrance fees to National Parks and Game Reserves.

All expenses of a personal nature such as visas, beverages, laundry, airport tax, tips etc are excluded. All prices quoted are based on tariffs and exchange rates applicable at the time of printing and are subject to alteration without notice.

### **ACCOMMODATION**

Accommodation is based on two persons sharing a twin/double room. Single rooms are available at an additional cost. We do not guarantee single rooms particularly for a request of more than two single rooms with private bath. Hotel/lodges are categorized as an indication of class, and rooms may be reserved at similar hotels/lodges.

### **PAYMENT**

A deposit of 50% is required on booking of any travel arrangement; the balance is to be paid 7 days before commencement of the tour. Payment in full is required where bookings are made less than 30 days before the tour begins. The deposit may be forfeited in case of cancellations and amendments.

### **TRANSPORTATION & DRIVER/GUIDES**

Transportation will be in Cars, Safari Minibuses, Land Cruisers or Coaches according to the route and number of clients. All clients on safari are guaranteed of window seats. The company reserves the right to employ the services of subcontractors. Trained English-speaking drivers/guides are provided unless any passenger specially requests a professional courier, in which case an extra charge will be levied.

### **ALTERATIONS TO TOURS**

The company reserves the right to alter arrangements of the route or to cancel the operation of a scheduled tour should conditions necessitate. It also reserves the right to decline to accept or retain any person as a member of any tour at any time, in which even an equitable amount will be refunded.

### **LIABILITY**

The company and its agents act only as agents of the passenger in all matters relating to tours. The hazards of traveling may inevitably give rise to some risks and dangers. Hazards may be inherent in travel by boat, train, road, other vehicles, aircraft or other means. Hazards may also arise out of the forces of nature, political unrest, accident or illness in remote areas without means of immediate evacuation or medical facilities.

The company's liability to passengers is dictated by the appropriate laws of the country in which the tour takes place. However, the company accepts no responsibility for any personal illness, injury, delays, loss or damages from any cause whatsoever.

You are therefore advised to take adequate insurance against such risks on your own. Our staff or agent will be on hand to assist you with the information on services locally available.

### **CANCELLATION POLICY**

Any monies paid will be refunded less the cost of cancellation levied by hotels or other parties. In the event of such a cancellation the following charges will apply:

60-45 days prior to travel date 15 %

45-35 days prior to travel date 25%

30- 15 days prior to travel date 50%

14 - No show days prior to travel date 100%

### **SPECIAL REQUESTS**

All special requests must be notified in writing when the booking is made. This may include single rooms, diet, infants, physically challenged people; etc. Whilst the company will endeavor to meet such requests they cannot be guaranteed and any failure to fulfill will not be in breach of contract.

### **COMPLAINTS**

The company earnestly wishes that our clients experience a seamless holiday without any issues. Nevertheless, if any problems do arise, please promptly inform any of our staff regarding the specific service in question, as many issues can be addressed immediately. Only complaints notified in accordance with this clause will be accepted by the company. We eagerly anticipate providing you with a delightful and unforgettable experience in Africa.