

Booking terms and conditions

TALES FROM AFRICA TRAVEL

In an ideal world you don't need terms, booking- or cancellation conditions. However, you are booking a very special holiday with us and neither you, nor we, want any problems to occur. We will do our utmost to ensure your holiday will be carefree. But if there happens to be a problem it is best to know where you and we stand. So always read any booking- and cancellation conditions carefully to avoid running into nasty surprises!

General

These terms and conditions are applicable on all services (from here on jointly referred to as 'tours') offered by, or booked with, Tales from Africa Travel, registered in Cape Town, South Africa, from here on named 'Tales from Africa', 'TFA travel', 'us' or 'we'. Booking your tour means accepting these conditions. Since you book your tour with Tales from Africa Travel in South Africa, everything concerning your tour, including these booking conditions, shall be interpreted according to the laws of the South Africa.

Laws and jurisdiction

Booking your tour also means you also unconditionally agree that any legal disputes will only, explicitly and exclusively fall under the jurisdiction of a South African court of law. During the tour you must at all times comply with the laws, customs, foreign exchange and other regulations of the country you visit at that moment.

Age

There are no age limits on joining a tour when accompanied by an adult who is the main booker of your party. If all members of your party are under the age of 21, you need to provide a written letter of consent of your parents or legal caretakers that you can book a tour with us and a copy of their ID.

For self-drive, the driver must be at least 18 years old and have a valid driving license and a credit card with sufficient funds in his/her own name. There are supplementary costs for drivers under 23 years of age. If your driving license is not in English, you also need to bring an international driving license. If there are additional conditions or limitations on your driving license, you need to inform us when booking your tour. Due to legal reasons and our indemnity we cannot make any exceptions to this paragraph.

Booking your tour

Once you have agreed to your tour itinerary and our quote, you have to fill out a booking form we provide to you, check the box that you agree to our terms and conditions and send it back to us – by clicking on the send-button your booking is officially made. From that moment onwards these terms and conditions fully apply to your booking. Within a couple of days, we will send you an e-mail with the official confirmation of your booking and a list of the minimal additional details we need to run your holiday to perfection. These details concern travel insurances, meal preferences as well as any other information we need to secure your booking.

Internet security

All privacy-sensitive information we receive from you will instantly be removed from our system and will only be saved on an encrypted and secured external location which is not connected to the internet, so your information can not be accessed by hackers or any other online possible breach of our systems. Furthermore, any financial information you give us like bank accounts or credit card information will not be saved at all.

Privacy

We want to emphasize that we'll only ask you for personal information that we really, really need to organise your tour. In accordance with most countries' Privacy Laws, you have the full right to refuse to give us any of the information we request from you, in which case we will inform you what part of the services comprising your tour we can not book for you. We will then send you a revised quote and inform you which services you will have to book yourself. Please note that booking these services becomes solely your own responsibility and we cannot be held liable for any delay or cancellation of any other services whilst travelling resulting directly or indirectly from you not booking these services correctly yourself.

Changing your booking

After you received our official confirmation of your booking you can still change or add something to your booking. We will be happy to accommodate you, but can (to our own discretion) charge an administration fee of US\$ 35,- for each change made (this covers the extra work), plus occurring extra costs as a result of the change(s).

If you decide to change your whole booking to another itinerary and/or date, we will do our very best to minimise the costs. However, if we are charged cancellation fees by any of our providers, we have to consider your change as a cancellation of your original tour, in which case we will have to charge you the applicable cancellation fees. So, make sure you have a travel insurance that covers any cancellations!

Fixed prices

The agreed upon price at the moment of your booking is normally a fixed price. We won't charge you any increases in prices, unless these are a result of changes in government taxes, entrance fees or any other fee which is determined by a governmental institution. These are changes and increases beyond our control.

Payment

Immediately after you receive our mail with the official confirmation of your booking, you need to pay a **deposit of 30% of the tour price, as well as full costs for international and/or domestic flights if any**, into the bank account of Tales from Africa Travel. Make sure the remainder is in our bank account no later than 8 weeks before the departure date of your tour (= day 1 of the day to day description). So, if you book within 8 weeks before departure you need to transfer the whole amount when you book.

Note: unless otherwise agreed in writing, if your payment is not in our bank account in time and in full, this constitutes a cancellation of your tour and the applicable cancellation fees will be applied.

No extra bank transfer fees or other fees

We don't want you to pay for our banking costs or so-called reservation costs, so we have included all of these in our quotes. As a result, our quote has no extra hidden fees. Also, you don't have to change or add anything when you transfer the money – the standard

setting with all banks is that we share the banking fees, so we both pay our fair share. We will provide all banking details in our confirmation mail.

Vouchers, route description etc.

Once we have received your full payment in our bank account, we will send you the vouchers, route descriptions and all other information by e-mail. You will receive all information no later than two weeks before your arrival date in South Africa, Namibia and/or Botswana. Due to our goal of avoiding unnecessary use of printing paper we supply no printed copies.

Cancelation of your tour

If your tour is cancelled, either by you or by circumstances beyond our control, for any reason other than a WHO-recognized pandemic or any other 'Act of God' that impacts the booking, the following cancellation fees will apply:

- All prepaid costs for domestic and international flights, plus:
 - Up to 45 days before departure: your 30% down-payment
 - Between 45 and 15 days before departure: 60% of the tour costs
 - Between 14 and 8 days before departure: 75% of the tour costs
 - 7 days or less before departure: the total tour costs
- Cancellations must be received and acknowledged by Tales by Africa Travel by email. The actual day we receive your email is the day of cancellation of your tour, not the day of sending.

Act of God

Force Majeure ('Act of God'), so unforeseen circumstances including but not limited to a WHO-recognized pandemic, war, illnesses, quarantine, weather, riots and other unforeseen reasons beyond the control of Tales from Africa Travel, may cause delays, alterations or even complete cancellation of your tour, either before or during your tour. We want to emphasize that our cancellation policies in these instances are not of our own making but a direct result of cancellation policies used by our providers.

- If this happens more than 45 days before your departure, we will fully refund all payments made to us, with exception of non-refundable costs we have made on your behalf. Also, the bank transfer fees and domestic flight costs as well as any other costs made by you will not be refunded (including costs made for vaccinations, travel documents, flight tickets etc.). So once again: take out travel insurance with a good cancellation policy!
- If this happens within 45 days – 1 days before your departure, no refund is possible, but you can freely postpone your booking to a new date of your choice within 12 months of the original date. We'll only charge you any extra costs directly due to this date change, like a change to another season, the need to replace one of the agreed upon services etc. If you decide to cancel your tour within this time period, the regular cancellation rates will apply.
- If this happens on the day of arrival or during your tour, all consequences are for your own account. Tales from Africa Travel will do all in its power to assist you, but shall not be held liable in any way for any of these possible occurrences or any consequences, which may arise as a result of these.

For this too, by booking you waive all rights to persecute us under South African or any other international law.

Insurances

For the full duration of the tour, including extensions, a travel insurance policy is mandatory. This policy needs to include full coverage your tour, any activities you plan to do and a Flying Doctor service. A good, full cancellation policy is also mandatory to avoid problems in case of a cancellation. You will need to inform us about your insurance details before the tour departs.

Passport, visa and other travel documents

It is your own and sole responsibility to ensure that your driving licenses, passport, visas, health certificates, proof of vaccinations and any other required documentation are all in order for all countries visited during the tour. Tales from Africa Travel shall not be held accountable nor responsible for any consequences, damages or claims which result from not complying with this.

Liability

Tales from Africa Travel shall not be held accountable nor responsible for any accidents, illnesses, deaths, thefts or any other damage to your person or your personal effects which occur during the tour, even if this leads to shortening your tour and/or extra costs for you. For this you have your obligatory travel insurance. By booking your tour you waive all rights to persecute us for this, either under South African or any other international law.

What if...

You are not allowed to carry any product or produce which is illegal in the countries you visit. Also, you must at all times comply with all directives from, and agreements with, the employees and representatives of Tales from Africa Travel. If you do not comply with these booking conditions you can at all times be excluded from the tour. Tales from Africa Travel shall not be liable for any costs and/or expenses for you resulting from exclusion as aforesaid, and you shall not be entitled to a refund or rebate of the tour price or any additional compensation in such instances. In addition to this, Tales from Africa Travel will charge you for all extra costs which we need to make as a direct result from this occurrence. All additional costs you need to make from this moment onwards to arrive at the destination and/or return back home will be for your own account as well.

Complaints

It is possible you encounter a problem during your tour or that something works out different from your expectations. Notify us or one of our representatives as soon as possible! We have a 24/7 emergency service which you can call or WhatsApp. He/she will do the utmost to solve your problem so it won't bother you for the rest of the tour. If after this you still are not happy with this solution, contact us as soon as possible, preferably by e-mail. If your complaint is valid, we will provide a solution to the best of our capabilities.

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