



Email: [helpline@livosaf.com](mailto:helpline@livosaf.com) Website: [www.livosaf.com](http://www.livosaf.com)



## INSPIRED JOURNEYS, TIMELESS MOMENTS

### TERMS & CONDITIONS FOR ALL JOURNEYS SOLD BY LIVINGSTONE SAFARIS

#### BOOKING PROCEDURE

1. Once Livingstone Safaris has made the bookings we will endeavour to hold them on a provisional basis for you for 21 days to give you time to make a decision. Booking policies differ from property to property in the various countries we offer holidays to. Thus, this provisional policy is a guideline but may change.
  - a) Once we have received a non-refundable deposit of 25% of tour fare, we will confirm the arrangements. When we confirm to you in writing, then your booking is confirmed and accepted by us.
  - b) Once the booking is confirmed, we will send you a copy of our pre-tour information for your holiday. Please ensure that you also take out full travel insurance when the deposit is paid.
  - c) Final payment is due to Livingstone Safaris not later than 60 days prior to departure. On receipt of your full payment, we will issue vouchers etc.
  - d) If the booking is made less than 60 days prior to arrival, the booking requirements will be advised to you accordingly.
  - e) Please be advised that despite booking being confirmed, unless flights are paid for in full at time of booking, they remain subject to current Industry and Aviation Fuel Increases, including exchange rate fluctuations and if any flights have been quoted and booked on your behalf by Livingstone Safaris, industry related fuel increases may be experienced. The client/agent will be liable for fuel surcharges unless they have been settled in full upon to guarantee the price which is only valid for 24 hours upon quoting.
2. After payment of the deposit invoice your booking is confirmed and the balance will be due 6 weeks prior to arrival (unless booking is within 60 days).
3. Upon final payment you will be issued with your final details, vouchers and air tickets (if applicable).
4. Bookings made within 8 weeks (60 days) prior to arrival are subject to full prepayment at the time of confirming the reservation

#### PAYMENT METHOD

- Credit card: We accept Visa, MasterCard and American Express.
- Direct deposit: Please deposit the amount due via direct deposit/money transfer to our bank account.





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### Our bank details are as follows

|                           |                                     |
|---------------------------|-------------------------------------|
| <b>Name of Bank</b>       | First National Bank                 |
| <b>Account Name</b>       | Zimbosan CC t/a Livingstone Safaris |
| <b>ZAR Account No</b>     | 62371967880                         |
| <b>USD Account No</b>     | 0290386                             |
| <b>GBP Account No</b>     | 0290378                             |
| <b>EUR Account No</b>     | 0290351                             |
| <b>Branch / Sort Code</b> | 250655 (Claremont)                  |
| <b>Swift Code</b>         | FIRNZAJJ                            |

### CANCELLATION

Cancellation fees are levied when guests cancel confirmed reservations. The costs of the cancellation fees will escalate shorter the lead time is between your cancellation received and your confirmed departure date.

Please note that any bookings cancelled after the deposit is paid will be liable for cancellation fees according to each property and service providers' terms and conditions.

We strongly recommend cancellation and curtailment insurance be purchased due to any unforeseen circumstances such as flight delays, baggage loss or ill health.

### NOTES

1. Please note that it is a condition of booking that you have travel insurance in place. Travel insurance should be taken out in your home country and we recommend insurance covering you for personal effects, personal accident, medical and emergency travel expenses, cancellation and curtailment.
2. Please note that should you have been quoted in US Dollars and wish to settle payment by means of a credit card, your quotation will be converted to South African Rand prior to the transaction being processed. The Dollar/Rand rate of exchange on the day that the transaction is processed will be used to determine the equivalent Rand amount. The South African Reserve Bank prohibits South African companies from taking foreign credit card payments and keeping the payment in foreign currency. The payment has to be converted to South African Rand's before it is credited to the recipient.





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3. Guests are welcome to settle payment by means of a bank transfer. In this instance the amount will be converted by your bank on presentation of the invoice. ALL bank charges are for the guests account.
4. Please note that in the event of flights being booked by LIVINGSTONE SAFARIS on behalf of the guest, airlines require the full names of passengers as printed on their passports and will not accept changes once tickets are issued. LIVINGSTONE SAFARIS accepts no responsibility for incorrect passport numbers or incorrect spelling of full names. Please ensure accurate information is sent to your LIVINGSTONE SAFARIS consultant.
5. International visitors require a valid passport together with onward travel documents. If travelling to South Africa then guests must please ensure that their passport is valid for at least 6 months after their entry date and that they have a minimum of 3 blank back to back pages (if there is insufficient space in the passport then entry will be denied) in their passport to enable the entry visa to be issued. All passport holders should verify with their relevant consulate concerning visa entry requirements.
6. Please ensure that you have all the necessary visas prior to departure (unless available on entry) AS LIVINGSTONE SAFARIS CANNOT BE HELD LIABLE FOR ANY ERRORS. If you are extending your journey to other countries, please establish entry requirements for those countries as well. In addition, a parent traveling with children, without the other parent, will need a letter of consent from the absent parent. The letter of consent must be certified by the police.
7. Please consult your medical practitioner for any necessary vaccinations, inoculations or medication prior to travel. For malaria specific information in Africa, please see [www.travelclinic.co.za](http://www.travelclinic.co.za)

