



## 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 booking deposit of 20% 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 and comprehensive travel insurance when the deposit is paid.
  - c) Final payment is due to Livingstone Safaris not later than 60 days prior to departure.
  - d) If the booking is made less than 60 days prior to arrival, you will be advised of the booking requirements accordingly.
  - e) Please be advised that despite booking being confirmed, that 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. Additionally, if any flights have been quoted and booked on your behalf by Livingstone Safaris, industry related fuel increases may occur. 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 60 days 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. The relevant banking details will be displayed on your invoice.





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### 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 in writing 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, transport delays, baggage loss or ill health.

### NOTES

1. Revised refundable cancellation terms are in place exclusively for bookings cancelling for reasons relating to Covid-19 that are due to arrive within 60 days. Your Livingstone Safaris Inspired Journey Expert will discuss these with you should cancellation due to Covid-19 related reasons arise.
2. Livingstone Safaris books third party properties and activities on behalf of the guest and these bookings are accepted on the specific condition that Livingstone Safaris acts only as the reservations office for the third party properties, and assumes no liability whatsoever for an injury, damage, loss, accident or delay to person or property. All reservations for these third-party properties and suppliers are also governed by their respective cancellation policies, terms and conditions, copies of which are available at the time of reservation.
3. Travel insurance should be taken out in your home country. It is a condition of booking, that the sole responsibility lies with the guests to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependents/ travelling companions. This insurance should include cover in respect of, but not limited to, the following eventualities: cancellation or curtailment of the travel itinerary services, emergency evacuation expenses medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods. The company, their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependents or travelling companions, with regards to, but not limited to, any of the abovementioned events. Guests will be charged directly by the relevant service providers for any emergency services they may require and may find themselves in a position unable to access such services should they not be carrying the relevant insurance cover.
4. 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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5. 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.
6. 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.
7. 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.
8. 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.
9. Please consult your medical practitioner for any necessary vaccinations, inoculations or medication prior to travel. For malaria or yellow fever specific information in Africa, please see [www.travelclinic.co.za](http://www.travelclinic.co.za)

