



TERMS & CONDITIONS FOR ALL JOURNEYS SOLD BY LIVINGSTONE SAFARIS

BOOKING PROCEDURE

- a) Once the itinerary planning is finalised, Livingstone Safaris will confirm the services and will endeavour to hold bookings on a provisional basis for up to 14 days. Please note that booking policies differ from property to property in the various countries we operate in.
- b) Once Livingstone Safaris has received a 30% deposit of booking total, plus full payment for any regional flights included in the itinerary, we will confirm the arrangements to you in writing.
- c) Please be advised that despite the 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. 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 after quoting.
- d) Once the booking is confirmed, we will send you a copy of our pre-tour information for your itinerary. Please ensure that full and comprehensive travel insurance is in place when the deposit is paid.
- e) Final payment is due to Livingstone Safaris no later than 60 days prior to departure. This does not include special payment terms and conditions for peak season bookings.
- f) Upon final payment you will be issued with your final documentation and air tickets (if applicable).
- g) Bookings made within 8 weeks (60 days) prior to arrival are subject to full prepayment at the time of confirming the reservation

PAYMENT METHOD

ZAR INVOICE

- 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.

USD/EURO/GBP INVOICE

- 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.
- Flywire

All bank charges are for the guest/agent's account.





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CANCELLATION

Should any confirmed bookings be cancelled after the deposit is paid, cancellation fees will be levied according to each property and service providers' individual terms and conditions.

We strongly recommend cancellation and curtailment insurance be purchased in the event of any unforeseen circumstances such as flight or logistical 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 Journeys 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 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.





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6. Please ensure that you have all the necessary visas prior to departure (unless available on entry) as Livingstone Safaris cannot be held liable should visas not be in place upon arrival. If you are extending your journey to other countries, please establish entry requirements for all countries in your itinerary. 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 or yellow fever specific information in Africa, please see www.travelclinic.co.za
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