

HOW TO BOOK

In order to secure a booking the booking form must be completed in all respects and signed where indicated and the non-refundable deposit referred to, paid.

We require a non-refundable deposit of 50% of the full amount payable.

On receipt of your deposit a confirmation letter will be sent with all relevant pre-tour information, which includes directions, kit lists, itineraries and other important information.

We shall use our best endeavours to ensure that all literature and/or brochures covering trips are correct at the time of printing.

We cannot of course be held responsible for any changes after printing or for any inaccuracies or mistakes in such literature and/or brochure.

Please insure that you receive all this information.

TERMS AND CONDITIONS:

ACCEPTANCE OF TERMS

Receipt of your deposit and completed booking form represents an acceptance by you of these terms and conditions and confirms your position on the said tour / safari.

THE CONTRACT

The person who signs the booking form does so on behalf of him/herself and all the other individuals included on it, which means that all are bound by the booking conditions. The person or persons included on the booking form are hereafter referred to as the client.

All bookings are made with Anavista Travel. No person has any authority on the company's behalf to vary these booking conditions.

AUTHORITY ON TOUR

At all times the decision of the tour leader or representative will be final on all matters likely to endanger your safety and wellbeing.

Should the client fail to comply with above, the tour leader may order the client to leave OR refuse participation without recourse to any refund and without any legal claim against the company.

CHOICE OF LAW

This contract shall be interpreted according to and governed by the laws of the Republic of South Africa

PRICES & SURCHARGES

Prices quoted are correct at time / date of print. We reserve the right to impose surcharges up to 8 weeks before departure due to any unfavourable changes like transport costs, or if government action should require us to do so.

PAYMENT / ACCEPTANCE OF BOOKING

A non-refundable deposit of 50% of the price is required and should be sent with the completed booking form. Acceptance of the client's booking will be confirmed in writing and it is only at this stage that a contract comes into existence. The balance is due for payment 21 days before the departure date. If this balance is not paid in time the company reserves the right to treat the client's booking as cancelled. If a booking is made 21 days or less before the departure date, then the full amount is payable at the time of booking.

ACCEPTANCE OF RISK

The client acknowledges the nature of the tour is expeditionary and adventurous and that such holidays may involve a significant amount of personal risk. The client therefore specifically acknowledges and accepts that the company, its staff and agents carry no liability for any loss, damage, injury, expense, inconvenience or delay arising from any hazard or risk. Such risks include injury, disease, and loss of damage to property, discomfort and inconvenience. In particular the client acknowledges and accepts that traveling in the roof seat or in any position other than seated in the seats provided inside the vehicle, is at the client's own risk.

FLEXIBILITY

The client appreciates and acknowledges that the nature of this type of adventure requires considerable flexibility and should allow for alternatives. It is understood that the route, schedule, itineraries and mode of transport may be subject to alterations without prior notice, due to local circumstances of events, which may include sickness or mechanical breakdown, events emanating from political disputes, entry or border difficulties, climate and other unpredictable or unforeseeable circumstances. The company will not be liable for delay, inconvenience, discomfort and loss of enjoyment of disappointment arising from such matters.

CANCELLATION BY THE CLIENT

Any cancellation by a client must be made in writing. The date on which the letter is received by the company or its agents will determine the cancellation charge applicable. The cancellation charges are expressed hereafter as a percentage of the total price, excluding insurance.

CANCELLATION

If you cancel your safari, land, air and water cancellation fees apply; the fee will be determined based on the date of the receipt of a written cancellation.

- 45 days or more prior to departure- loss of deposit

- 45 to 21 days prior to departure 50% of total safari cost.

- 21 days or less prior to departure, the full amount is payable, unless a fully paid up replacement is presented.

If you cancel 0-21 days prior to your departure, NO REFUND whatsoever for any reason will be allowed and the full amount shall be payable, unless a fully paid replacement has been presented.

IF YOU ARE PREVENTED FROM TRAVELING

The only circumstance when a client can make changes without penalty is if the client is prevented from traveling due to, for example, serious illness, and death, serious illness of close family relative or jury service. Written proof of reason must be given. Under these circumstances only a client may transfer his/her booking to another person provided that that person signs a booking form, is suitable for the arrangements in question and pays any outstanding balance.

POSTPONEMENTS

If you postpone 21-60 days prior to the trip departure no transfer or cancellation fee will be charged and your deposit will remain intact. Should you postpone 0-14 days prior to your trip departure 100% of your purchase price will be forfeited.

CHARGES

A: By the company: While the company will use its best endeavours to operate all adventures as booked, reasonable changes in the itinerary may be made where deemed necessary or advisable by the company. If the company makes major changes the company will inform the client as soon as reasonably possible if there is time before departure. The definition of a major change is deemed to be a change affecting at least one day in five of the itinerary. When a major change is made the client may choose between accepting the change, obtaining a full refund of all monies paid or accepting alternative arrangements offered on lieu by the company. If the major change is due to force majeure or unforeseen circumstances no compensation is payable.

B: By the Client: You are only able to make a change to confirmed booking arrangement more than 21 days before departure. Any extra costs incurred will be charged. A transfer from one adventure date to another can only be made more than 21 days before departure. Any request to change arrangements received less than 21 days before departure will not normally be accepted. In this case the client must cancel the booking and then make new arrangements.

CANCELLATION BY Anavista Travel PTY Ltd.

In the unlikely event that our operators or we have to cancel a trip due to any causes, Anavista Travel will make every effort to offer an alternative trip, but if the alternative is not acceptable, you will be entitled to an immediate and full refund.

FACTORS OUTSIDE THE COMPANY'S CONTROL (FORCE MAJEURE)

The company will do its best to minimise the effect of matters outside its control but cannot accept any liability for these matters which include political disputes, border closures, refusal of visas, industrial action, delayed flights, climatic disasters, etc.

TRAVEL INSURANCE

Anavista Travel. carries public and passenger liability, it is however no substitute for your own travel and medical insurance. Anavista Travel can provide additional daily cover. You are personally responsible for arranging your own insurance and the cost thereof.

When arranging your insurance please ensure that there are no exclusion clauses limiting protection for this type of activity. Please note that you and your personal property including baggage, money is at all times at your risk. Furthermore our tours depart at scheduled times and we cannot be held responsible for any loss you may suffer or additional costs you may incur as a result of your inability to meet the departure time.

PASSPORTS AND VISAS

Where necessary the onus is on you to ensure that passports and visas are valid and you are in possession of all required documentation for the countries visited. Staff, our agents and we cannot be held responsible for any passports that have not been renewed or lack of visas or lack of required documentation etc.

HEALTH

All travel involves some physical exertion, altitude, extremes of heat and cold, the duration of a trip, difficulty of terrain and the risk and physical elements of river excursions and associated activities. However our trips are designed to be within the capabilities of almost anyone who enjoys good health and is moderately fit and above all adaptable. Refer to your specific tour / safari itinerary, which will cover the specific medical requirements.

We reserve the right at our sole discretion to reject participation without furnishing reasons in which event you will be entitled to a full refund.

PHOTOGRAPHY

We reserve the right without notice to make use of any photograph or film taken on these adventures by our staff for general publicity purpose without payment or permission.

TRAVEL DOCUMENTS

The client must be in possession of a valid passport and all visas; permits and certificates including vaccination certificates, required for the adventure and the client accept responsibility for obtaining the same. Any information or advice given by the company on visas, vaccinations, climate, clothing, baggage, special equipment, etc is given in good faith but without responsibility on part of the company.

INSURANCE, CLIENT'S RESPONSIBILITY FOR EFFECTING SUFFICIENT PERSONAL TRAVEL INSURANCE

The client is willing to accept full responsibility for insurance up to limits, which the client may require. This insurance must cover personal accident, medical expenses, and loss of effects, repatriation costs and all other expenses, which might arise as a result of loss, damage, injury, delay or inconvenience occurring to the client. It is compulsory that all clients have personal travel insurance. When the client has taken travel insurance through the company, the client acknowledges that he or she is satisfied with the levels of insurance arranged by the company. Where he or she has not taken such insurance the client acknowledges that the price of the tour alone does not include the cost of any insurance.

When obtaining travel insurance from a source other than the company the client must ensure the insurer is aware of the type of travel to be undertaken.

CLAIMS AND COMPLAINTS

If a client has a complaint against the company the client must first inform the tour leader or representative whilst on the tour in order that the leader or representative can attempt to rectify the matter. Any further complaint must be put in writing to the company within 30 days of the end of your trip.

AFRICAN CONDITIONS

Due to political and cultural differences, as well as generally tougher physical conditions, travel to Africa involves risks other than those we take in our daily lives. It is important clients make themselves aware of the risk involved, and are responsible for making their travel plans accordingly.

OPTIONAL EXTRAS

These optional extras do not form part of the tour or contract. It is understood accepted by the client and any assistance given by the tour leader in arranging such optional extras does not render the company liable for such optional extras. Amongst others, such optional extras include sightseeing and other extras, which are not included in the tour price.

PERSONS UNDER THE AGE OF 21 YEARS

The legal guardian of anyone under the age of 21 participating in a adventure shall be required to sign this Booking Form and Indemnity Form.

CORPORATE BOOKINGS & GROUP BOOKINGS

Persons booking on behalf of a group of participants must ensure that Anavista Travel is in possession of this form duly signed by all participants before departure. Attention is drawn on the fact that this form must be signed by the guardian of any participants who is under the age of 21 years.

NB: Lack of signature will preclude participation.