

# Captivating Africa (Pty) Ltd - Terms & Conditions

## 1. Booking Procedure

- Once your itinerary planning is finalized, Captivating Africa will confirm services and endeavour to hold bookings provisionally for up to 14 days. Please note, booking policies differ by property and country.
- A 50% deposit is required to confirm the booking.
- Flights are non-refundable and remain subject to industry-related fuel surcharges and exchange rate fluctuations unless fully paid within 24 hours of quoting.
- Final balance payment is due no later than 60 days before travel.
- Bookings made within 60 days of travel require full prepayment at the time of confirmation.
- Upon final payment, your final documents and air tickets (if applicable) will be issued.
- All activities are considered non-exclusive and non-private unless expressly stipulated otherwise in the booking agreement.
- The price quoted is subject to change in the event of any unforeseen increases in fuel costs, including currency fluctuations relevant to aircraft or transfers services and or government levies/taxes.
- Whilst we strive to keep to scheduled Captivating Africa, may need to alter/change routes or camps/lodges due to natural occurrences, disasters or logistical aspects.

## 2. Payment Methods

### ZAR Invoice:

- Credit Cards: Visa, MasterCard, American Express
- Direct Deposit: Details will appear on your invoice.
- All bank charges are for the client's account.

### USD/EUR/GBP Invoice:

- Direct Deposit
- All bank charges are for the client's account.

## 3. Cancellation Policy

All booking cancellations will be reviewed on an individual case-by-case basis, as we work in partnership with external lodges and are subject to their respective terms and conditions.

- **From confirmation - 61 days prior to travel:** 25% of total cost forfeited.
- **31–60 days prior to travel:** 50% of total cost forfeited.
- **Less than 30 days prior to travel:** 100% of total cost forfeited.

### Important Notes:

- All cancellations must be submitted in writing via email and will be effective from the date and time received during South African (SAST) business hours. If received outside of business hours, the next business day will apply.
- If a supplier provides a full refund, Captivating Africa will refund the full amount received less a 5% administration fee.
- At times, certain suppliers may have stricter cancellation policies, which will be passed onto the client accordingly.
- A 5% admin fee will apply to all credit card and bank transfer refunds.
- Captivating Africa reserves the right to cancel a booking without liability in the event of an obvious error or omission in quoting. You will have the option to either cancel without penalty or pay a top-up to correct the error.

## 4. Travel Insurance

- Comprehensive travel and medical insurance is **compulsory** upon deposit payment, of each guest as well as any dependants.
- Insurance should cover, but is not limited to: trip cancellation, curtailment, emergency evacuation, medical expenses, repatriation, and personal property loss/theft.
- Travel insurance claims must be processed through the guest's insurance provider. Captivating Africa will supply documentation needed to support the claim.
- If there are refundable deposits due from Captivating Africa, the normal cancellation policy applies.

## 5. Responsibility

- Captivating Africa acts only as an agent for third-party suppliers such as lodges, hotels, transport companies, and airlines. All bookings are subject to their terms and conditions.
- Captivating Africa accepts no responsibility or liability for any injury, loss, accident, delay, or damage to persons or property, including loss of life or valuables, arising from the acts or omissions of third-party suppliers, including but not limited to transportation companies, accommodation providers, tour operators, or any other independent contractors.

## 6. Client Responsibilities

- International visitors require a valid passport (valid for at least 6 months after entry) with a minimum of three (3) blank pages for visas.
- Clients must ensure they meet all visa requirements for every country visited. Captivating Africa will not be held responsible for refused entry due to incomplete documentation.
- If traveling with minors, special documentation (such as a certified letter of consent from the non-traveling parent as well as certified copies of birth certificates) may be required.
- It is the client's responsibility to consult with their medical practitioner regarding necessary vaccinations or medications for travel, including for but not limited to malaria and yellow fever where applicable.

- It is the responsibility of the client to ensure that all necessary entry visas are obtained in advance of travel. If it is not possible to arrange and settle visa requirements prior to departure, any associated visa fees or costs incurred upon arrival will be the responsibility of the client and must be reimbursed in full.
- Clients are responsible for complying with all legal entry requirements of their destination country, including restrictions on items such as cigarettes, vapes, and other controlled goods.

## **7. Important Flight Information**

- Full names as per passport must be provided for all flight bookings. Captivating Africa accepts no responsibility for errors if incorrect names or passport details are submitted.
- Once tickets are issued, changes may not be possible or may come at an additional charge.