



AiAfrica Travel cc
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AiAfrica Travel cc Terms and Conditions of Business

These general terms and conditions of business are applicable to bookings made directly with **AiAfrica Travel CC** (also referred to in these conditions as AAT or the Company).

Costs

AAT quotations are based on anticipated costs and are subject to amendment should these anticipated costs increase due to circumstances outside the control of AAT.

DEPOSIT AND PAYMENT:

A deposit of 25% of the full amount is required on confirmation of services, Balance payment is required no later than 60 days prior to commencement of services.

The following exceptions will apply:

- a) Should any of the service providers deposit/payment conditions vary from the above
- b) Should seasonal deposits be required
- c) Should bookings be made less than 30 days prior to arrival in which case full payment is required immediately

CANCELLATION POLICY:

The date of cancellation shall be deemed to be the date on which the written notification is received in the **AiAfrica Travel CC** office which issued the confirmation.

Reservations that are cancelled, reduced in length of stay or reduced in numbers (hereinafter collectively called a CANCELLATION) are subject to our Cancellation and No-Show fees policy.

Should any of the service providers charge higher fees be it hotels/camps, transport providers, flights etc. AAT will forward the same onto the client.

Immediately non-refundable: 25%

60 days to 46 days prior to arrival: 50%

45 days to 31 days prior to arrival: 75%

30 days to 00 days prior to arrival: 100%

No Show: 100%

The following exceptions will apply:

Should any service providers specific conditions vary from the above, then their cancellation policy will apply.

REFUNDS:

Once the tour has commenced, refunds will not be made for voluntarily missed tours, meals or other special activities, unless special arrangements have been made. In the event of a full refund AAT will charge a service fee to cover administrative services.

ALTERATION TO SERVICES:

The right is reserved to change any route or arrangements should conditions necessitate, to offer substitutes of equal value or to cancel the operation of any scheduled service. The company will not be liable for any loss, damage that may be incurred by any alteration, suspension or curtailment of services.

HEALTH:

The agent/client acknowledges being aware of the nature of the journey/event being booked and hereby confirms that he or she is medically fit, in good physical and mental health, and is able to embark on the tour/event. Any client with a pre-existing medical condition should make this known to the company and should carry any necessary medication that may be required during the tour/event. The company will require a letter from the client's doctor declaring the client medically fit.

VISA / INOCULATIONS – Visas and immunisation requirements vary from country to country and up-to-date information should be obtained from your local health department and consulate. It is the client's responsibility to ensure that all necessary inoculations are obtained for the areas being visited. **AiAfrica Travel CC** does not accept any responsibility for any client being refused access to any country due to incorrect or incomplete health documentation

BAGGAGE INFORMATION – Passengers are usually allowed two pieces of luggage on international flights, the total dimensions not to exceed 107 linear inches for both pieces. One carry-on piece may also be taken, if it can be stored under the seat and its measurements do not exceed 45 inches. Note: smaller aircraft may have weight and piece limits. Please check your schedule. It is the client's responsibility to obtain the correct information from the airline prior to travelling

AIRLINE RESPONSIBILITY CLAUSE – The carriers concerned are not to be held responsible for any act, omission or event during the time the passengers are not aboard the aircraft or conveyance. The passenger ticket shall constitute the sole contract between the airline and the passenger.

RESPONSIBILITY – AiAfrica Travel CC, its outfitters, operators of the tour and/or suppliers of services act only as agents in regard to travel, whether by plane, car or motor coach, and assume no liability for injury, damage, loss, accident, delay, war, insurrection, revolt or other civil uprising, other military action, strikes or any Act of God occurring in either the country of origin, destination or through passage, or for any reason whatsoever, or through the acts or default of any company or persons engaged in conveying the passengers or in carrying out arrangements of the tour. They cannot accept any responsibility for losses or additional expenses due to delay or changes in air schedules or other causes including liquidation. All such losses or expenses will be the responsibility of the member of the tour. The right is reserved to make minor adjustments to the itinerary and the right is reserved to cancel any tour prior to departure. **AiAfrica Travel CC** may not be held responsible for any loss or damage to luggage during the tour programme. The acceptance of final documents, vouchers or tickets shall be deemed to be consent to the above conditions.

DISCLOSURE – Please be aware that during your participation in this tour certain risks and dangers may arise, including, but not limited to, the hazards of travelling in undeveloped areas, travel by boat, train, automobile, aircraft or other means of conveyance, the forces of nature, political unrest and accident or illness in remote regions without means of rapid evacuation or medical facilities. Also be aware and clearly understand that **AiAfrica Travel CC** will not have liability regarding provisions of medical care or the adequacy of any care that may be rendered. It is understood that

AiAfrica Travel CC will use their best efforts to ensure that all adequate measures are taken to avoid such occurrences. By signing the Tour Contract or by accepting the tour proposal offered you are voluntarily participating in these activities with the knowledge of the dangers involved and hereby agree to accept any risks. As Lawful consideration to the agreement with **AiAfrica Travel CC** to participate in such trips and activities, you hereby agree that you will not make a claim against **AiAfrica Travel CC** and its employees from all claim actions and demands that you may have for bodily injury, death or property damage arising from your participation in a tour. Acceptance of the Tour Contract will serve as the release of Liability and Assumption of Risk agreement. This agreement is binding on your heirs, legal representatives and assigns. If any portion is unenforceable, the remaining portions shall remain in full force and effect.

Insurance and liability

It is strongly recommended to insure against all possible scenarios such as cancellation, including pandemic related cancellations, medical expenses, personal accident, loss or damage to personal property, loss or damage to luggage. Neither the Company nor persons acting for, through or on behalf of the Company shall be liable for any loss or damage whatsoever arising from any cause whatsoever and without restricting the generality of the foregoing shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its brochure or other literature, late or non-confirmation or acceptance of reservations, loss or damage caused by delays, accidents, sickness, injury or death, whether caused by negligence or not.

The Company may, at its discretion and without any liability or cost to itself, at any time cancel or terminate a passenger's reservation and in particular without limiting the generality of the foregoing it shall be entitled to do so in the event of the illness or the illegal or the incompatible behavior of the passenger, who shall in such circumstances not be entitled to any refund.

When booking with certain suppliers travel insurance is compulsory and should be arranged by the client in their country of origin. Insurance should cover personal injury, medical or rescue expenses, all pandemic related expenses, repatriation, death, cancellation or curtailment, loss of baggage, money or any other personal items.