AFRICACALLS

"Wisdom is like a baobab tree;
no one individual can embrace it."
- East African Proverb

Booking Terms & Conditions

Payment Details

This booking is confirmed upon receipt of written confirmation from the client and a 30% deposit payment within 7 days of such written confirmation. 30% is non-refundable. This is mostly due to non-refundable payment commitments that Africa Calls will make on your behalf.

The balance of payment is required to reflect in Africa Calls' bank account 60 days before your planned date of arrival (please allow sufficient time for international bank transfer). Should your arrival date be within 60 days of the booking confirmation date, a full payment is required immediately. All payments are to be paid directly into Africa Calls' bank account in the currency as reflected on your invoice.
Banking details are as follows:

AFRICA CALLS
Comm Bank
BSB number: 066-202
Account number: 10511690
Swift Code: CTBAAU2S

Credit Card payments have an additional fee and this will be for your account:
1.4% + A$0.30 for European cards and 2.9% + A$0.30 for non-European cards

Please note that due to fluctuations in the exchange rate, Africa Calls takes the exchange rate of the day, when the deposit is to be paid as well as the final payment date.

Cancellation Policy

Cancellations need to be submitted in writing to Africa Calls. Cancellation of the booking after confirmation will result in a 25% cancelation fee of the total invoice value (as per above payment details).
Cancellation of a booking between 45 days and 31 days prior to client's arrival date will incur a cancellation fee of 50% of the total invoice value. Cancellation of a booking 30 days or less prior to client's arrival date will incur a cancellation fee of a 100% of the total invoice value. Should you & your party fail to join the safari or join it after the departure date, no refund can be made.

Africa Calls reserves the right to cancel all services booked should payments not reflect in Africa Calls' bank account as detailed in the payment details above. Certain individual service items may carry a more stringent cancellation policy and these items will supersede the standard cancellation terms. Should such items arise, Africa Calls will notify the client in advance of the 45 day payment period and these details will be excluded from the standard cancellation policy.

Travel Insurance

It is mandatory that clients take out comprehensive travel insurance at the time of confirming a booking. Cover should include cancellation and curtailment, medical, evacuation and repatriation expenses, lost luggage, and personal effects. Certain dangerous and high-risk activities may require additional cover to be taken, it is the traveller's responsibility to check this with their insurance company. Africa Calls cannot be held responsible for covering any loss incurred, as a result of cancellation regardless of the circumstances.

Visas and Passports

Please ensure that you thoroughly check visa requirements and passport expiry dates before intended dates of travel, as Africa Calls cannot be held responsible should necessary visa and passport requirements not be fulfilled.
All passports must be valid for at least six months after the due date of return from Africa. Ensure that your passport has a minimum of 3 blank pages and that all travellers, adult or infant, have a passport to travel abroad.

Air Tickets

In order to comply with international insurance requirements, all airline tickets must clearly show the passenger's title, name and surname as indicated in their passport (these details are to be completed on the guest's detail form). Should you wish us to book your flights, we will need monies upfront on purchasing the tickets. Please note: Airfares and Airport taxes are subject to change due to supply and demand, seasonality and currency fluctuations. Prices are only fixed once payment is made and tickets issued.

Luggage: size, weight and type of luggage is dictated by sensitive weight and balance checks and must be strictly adhered to. Failure to do so may result in having to book a private charter at additional cost. Depending on aircraft type and destination weight limits vary between 20kgs (44lbs) and 11kgs (25lbs) per person inclusive of hand luggage/camera equipment. Passengers weighing between 100-115kgs (220-253lbs) may be required to purchase an extra seat, it is important we are advised in advance of travel. Bags must be soft sided with no rigid frames as safety regulations dictate all luggage must be packed in the belly pods, which on most aircraft are only 25cm (10in) high. Passengers who do not adhere to these regulations will be given the option of booking a private charter at additional cost.

Price Fluctuations and Itinerary Amendments

Confirmed safari itineraries may be subject to change from time to time. In this event, Africa Calls will undertake to amend the itinerary to an equal standard of the initial confirmed itinerary with the minimum disruption to the client. Should an equal standard not be available, at Africa Calls discretion, the available standard will be booked.

Certain 3rd party non-contracted services are subject to price changes without notice (i.e park fees, fuel surcharges, government levies and taxes). Whilst Africa Calls will always endeavor not to change the price of a confirmed itinerary, we reserve the right to amend the price where required.

All prices are subject to change due to rate of exchange fluctuation or any unforeseen price increase.

General

- Malaria - it is important that clients take precautions against malaria prior to the commencement of safari. Clients should contact their doctor, pharmacist or travel advisory clinic for advice on the Malaria areas and as to which prophylactic is recommended.
- Yellow fever – clients should confirm with a travel clinic prior to travel, as Yellow Fever vaccinations are required for certain nationalities and countries.
- Dietary requirements - any special dietary requirements must be advised at time of booking on the Guest ID Card.

Risks

Africa Calls specifically draws your attention to the fact that there are certain inherent risks involved in participating in the type of safaris sold and operated by the Company and that, by making payment for all or part of the safari cost, you are thereby accepting them entirely at your own risk. Neither the Company, its employees, suppliers nor agents can be held responsible for any accident, injury, illness or death sustained during the course of the safari, whether or not this accident, injury, illness or death is deemed to be caused through negligence on the part of the Company, its employees, suppliers or agents. Africa Calls does not accept responsibility for any theft or loss of personal belongings that occurs while clients are utilising any of the services performed by Africa Calls. All clients are strongly advised to insure themselves and their property fully for the duration of the safari. ***Signed by the main party member.***

Signed by (Name): …… Signature: …….. Date:…….






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