

General Terms and Conditions

Version: August 2011

Bookings

All client's reservation requests must be made in writing. Upon receipt of the service providers' confirmation of the reservation(s), the client will receive a letter of acknowledgement, which indicates that all the reservations have been accepted and provisionally confirmed as indicated by Sub-Saharan African Tours.

Payments

An up to **100% deposit** maybe requested and is payable **within seven days of making the reservation(s)**. Only after receipt of the deposit, the reservation(s) will be confirmed. Sub-Saharan African Tours reserves the right to cancel all reserved services without prior notice, should the requested deposit not be received in time.

Final payment must be made not later than **30 days prior to travel**.

All bank charges are for the account of the client and will not be paid by Sub-Saharan African Tours.

Amendments

Sub-Saharan African Tours reserves the right to charge an amendment fee. This is subject to the nature of the amendment, but will not exceed 25% of the total cost of the reservation(s).

Cancellations

Client's cancellation of the reservation(s) must be made in writing. Cancellation charges vary according to the conditions of the properties and services used. However, Sub-Saharan African Tours reserves the right to additionally charge the following cancellation fees:

- up to 25% if less than 30 days prior to travel
- up to 50% if less than 15 days prior to travel
- up to 100% if less than 7 days prior to travel

The above cancellation fees are applicable to the total cost of the reservation(s).

Should an itinerary or tour not be completed due to unforeseen circumstances (illness, death or similar), then refunds can only be made available, if the booked properties and / or services do accept the cancellation without charges.

We highly recommend that each client / traveller be properly insured.

Refunds

Whilst Sub-Saharan African Tours uses its best endeavours to ensure that all anticipated accommodations, transportations, guiding and services are used, there shall be no claim of any nature whatsoever against Sub-Saharan African Tours for a refund of either in the whole or in part, if any accommodation or excursion is unavailable, or the client was unable to use that service.

Nevertheless, every effort will be made by Sub-Saharan African Tours to find alternative accommodation, transportation, guides or services, if they are unsatisfactory.

Prices

Sub-Saharan African Tours will do its utmost to keep to the prices quoted. Notwithstanding, Sub-Saharan African Tours reserves the right to surcharge without notice, up to a maximum of 25% of the total tour cost, should increases be implemented by airlines, escalating exchange rates, accommodation, transportation (fuel), guides or services.

Insurance

Comprehensive insurance cover **must be taken** prior to travel for cancellation, medical expenses, personal belongings and money. This should be arranged in the country of origin prior to travel.

Responsibility

Neither Sub-Saharan African Tours nor any person acting for, through or on behalf of Sub-Saharan African Tours 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 itineraries and programmes, or any other literature, late or non-confirmation or acceptance or bookings, loss or damage caused by delays, illness, injury or death, whether occasioned by negligence or not.

In addition, Sub-Saharan African Tours shall have the right at any time at its discretion, to cancel any tour or the remainder thereof or make any alteration in route, accommodation, price or other details.

In the event of any tour being rendered impossible, illegal or inadvisable by weather, avalanches, strike, war, government interference or any other cause whatsoever, the extra expenses incurred as a result thereof shall be the responsibility of the client / traveller.

Sub-Saharan African Tours may at its discretion and without liability or cost to itself at any time, cancel or terminate the traveller's booking 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 incompatible behaviour of the traveller, who shall in such circumstances not be entitled to any refund.

The person making any reservation will, by the making of such a reservation, warrant that he or she has the authority to enter into a contract on behalf of the other person(s) included in such a reservation. In the event of the failure of any or all of the persons to be included to make payment, the person shall by his or her signature thereof, assume personal liability for the total price of all the bookings made by him or her.

— End of the General Terms and Conditions, 1 page(s)