

cSafari

1 Dahlia Street · Gallo Manor · Johannesburg, Gauteng 2191 · South Africa

Terms & Conditions 2017

Deposits and Payment

The person making a booking with cSafari (also referred to herein as the Company), warrants that he or she has authority to enter into a contract on behalf of all other persons included in such a booking.

The payment of the deposit or any other partial payment for a reservation on a tour constitutes a consent by all guests covered by that payment to all provisions of the Terms and Conditions contained herein whether the guest has signed the contract or not.

The full amount due by the Client to the Company, shall be payable not less than 30 days prior to the date of departure/start of services

No Client will be permitted to commence any itinerary without payment in full being received by the Company. If the full amount is not received, the Company shall be entitled in its discretion to treat the reservation as cancelled, and consequently to forfeit such part of the advance payment as determined solely by the Company. Late applicants may join the tour based on accommodation availability. All contracts and terms will also need to be signed before departure.

Any student below the age of 18 years will have to have parent or legal guardian sign the consent forms and Company Terms & Conditions on their behalf two weeks before the commencement of the journey

Deposit Terms

Airfares and amounts will have to be deposited some time before departure and therefore early deposits are required.

Less than 40 days before departure: 100 % of total amount due.

40 - 80 days before departure: 80 % of total amount due

80 - 120 days before departure: 50 % of total amount due

120+ days before departure: 30 % of total amount due.

Credit Card or PayPal payments

If the company accepts payment by Credit Card or PayPal from an Agent or Client, a 5% surcharge will be added to the total price.

Otherwise payment will be made to the bank account of the operator or agent.

Cancellation

Cancellation by clients must be made by email to ll@csafari.com. Upon receipt of the written notification, cSafari will confirm receipt thereof and this date will determine the following charges.

Up to 30 days prior to departure: Deposit forfeited

30-90 days prior to departure: 50% of total cost forfeited

More than 120 days prior to departure: 30% of total cost forfeited

It is mandatory for the client to be in possession of a cancellation insurance policy. Please note that if the reason for cancellation falls within the terms of any holiday insurance policy, which the client must hold, then any such charges would normally be refunded to the client by the insurance company, subject to the terms of the insurance.

Passports and visas

Travel agencies and clients must ensure that passports and visas are valid for the countries visited. cSafari cannot be held liable or responsible should a passenger be refused entry into any country for any reason. Requirements can change suddenly. We suggest you check before leaving.

Passports should be valid for a minimum period of 30 days from the date of exit from South Africa and should have at least 2 blank pages when you present it at immigration to enter or leave South Africa.

Citizens of the EU, Great Britain and over 70 other countries may enter South Africa without a visa for visits of between 30 and 90 days depending on the country. Please check as requirements can change at any time.

Changes and delays

The company shall reserve the right to change any tour due to unforeseen circumstances

(e.g. airlines not running on schedule, road conditions, weather, mechanical breakdown, accidents and political instability) beyond the control of cSafari. The company will try to provide adequate alternatives, but will accept no liability for any changes made.

Force Majeure

cSafari regret we cannot accept liability or pay compensation where the performance or proper performance of our obligations is prevented or affected by any event which we or the supplier of the service(s) in question could not reasonably foresee or avoid.

Such events include but are not limited to war or threat of war, riots, civil strife, border closures, unexpected government acts, terrorist or criminal activity, industrial disputes, natural or nuclear disaster, extreme weather conditions, fire, technical and/or mechanical problems to transport, road closures, disease and all similar events beyond our control.

Authority on Tour

At all times the decision of the tour guide will be final on all matters likely to endanger the safety and well being of the group. The client must at all times strictly comply with the laws, customs and foreign exchange regulations of all countries visited. Should the client be detected in any contravention of the law, custom or exchange regulations, or should the client be a nuisance to the group, the guide may order the client to leave the tour without the right of refund.

Alcohol or any mind altering substances

The consumption of alcohol or any other mind altering substances shall not be permitted by any student on the tour. This rule will be enforced and intoxicated students may be removed from the tour immediately as they are deemed to present a clear and present danger to the group and to themselves. This is a wildlife tour and it operates in close proximity to wild animals. While the reasonable consumption of alcohol will be permitted by adults, anyone on the tour found to be drunk or high may be deemed to present a possible danger to themselves or others on the tour and they may be removed immediately at the exclusive discretion of the tour organisers.

Those removed early will be repatriated at their parent's expense and will not be allowed to rejoin the group.

Conduct

The client acknowledges that persons attending a cSafari tour are entitled to expect high standard of conduct and regard for personal well being on the part of all clients. For this reason the client accepts that cSafari may, in absolute discretion and without the need to give reasons, arrange for him/her to be removed from a course, if necessary against his/her will. Circumstances in which this might occur include (without limitation) disorderly or abusive conduct; intoxication; failure of control over children; inadequacy of clothing or equipment; incapacity or inability to meet the rigours of the journey. In such circumstances the client will not be entitled to a refund of monies and cSafari will not be liable for any losses so resulting. The client will on demand reimburse cSafari its reasonable costs of effecting his/her removal.

Accommodation

Accommodation may vary greatly on the trip. Student accommodation include lodging in girls or boys dormitories. Apart from the an accompanying teacher (of the same sex as the male or female dormitory) who may sleep in the dormitory for supervisory reasons, the maximum age permissible for dormitory participation shall be 21 years of age. In some cases students will be housed in secure African huts known as "rondavels" or normal hotel rooms. In such case there will be two or four students sharing a room.

Adult accommodation for accompanying staff will include single or shared rooms generally for two but upto a maximum of four persons per room.

Family rooms may be possible for a couple wishing to travel with children.

Accommodation within private or public game reserves will be fenced in.

Airline

Possible airlines used include British Airways, Iberia, Virgin Atlantic, South African Airways, Lufthansa, Swiss, Emirates, or AirFrance/KLM or other major airline. These are substantial airlines and the risk of bankruptcy or disruption is slight. Airlines used may vary by time of year, origin and availability.

Groups from any particular school should be booked on the same flight.

Safari Terms

Prices INCLUDE airport transfers; coach transport, accommodation; and meals; the services of an English-speaking driver/guide and safari vehicle(s) as required in private game parks. One item of main baggage per person not to exceed 15kg packed in a soft bag or backpack style may be checked in at the airport. Park entry fee's where appropriate are included. Prices exclude entry visas and gratuities as well as personal expenditure.

cSafari reserves the right to vary the safari services as stated in the event of unforeseen circumstances, such as road closures, bad weather, problems with national parks or hotels, security considerations. In such cases alternative arrangements will be made as circumstances permit.

Cheetah, Lion Cub and Baby Rhino Petting and Snake Handling (non poisonous). These activities are generally considered safe.

Certain locations we visit offer this facility under the close supervision of a ranger in the case of Cheetah. Participation is strictly optional and students not wishing to touch animals in any way should not do so.

Complaints

Complains shall be submitted to cSafari or its representative as soon as possible after cause for complaint occurs.

Complains should be submitted to cSafari within two weeks of an event or circumstances pertaining to a complaint.

All complaints should be lodged via email to comment@csafari.com

Health

It is the client's obligation to ensure that he is medically fit and able to embark on the tour. The use of anti malarial medication is optional as the areas where the tour operates are not normally affected by mosquitoes carrying malaria.. The use of insect repellent is recommended and may be purchased in many places along the way.

Photography

cSafari reserves the right without giving further notice, to make use of any photographs or films produced during any of their tours for general publicity purposes without payment or further permission.

Insurance

It is a condition of travel with cSafari that all guests must have insurance for medical expenses, baggage loss, cancellation/curtailment, default and personal accident.

Consent and Indemnification

The client acknowledges that they must sign and complete a consent form, which must be returned to cSafari at least two weeks prior to the commencement of the trip. The consent form will be sent to the client when they make final payment for the trip. The client will be reminded to complete and return the form when they have paid their remaining course payment.

In the case of students a legal guardian must complete the relevant consent and indemnification form two weeks before departure. Students under 18 will not be allowed to commence the journey without a signed

While cSafari will take every precaution to ensure the safety and well-being of all persons, participants on the journey hereby indemnify and hold blameless all staff and owners as well as the business at cSafari and its associates and affiliates from all claims which may arise in consequence of the death, or of any injury or loss sustained during the journey, during any activities and outings as well as of any loss, damage or theft to property.

The safety and wellbeing of our clients is of the HIGHEST importance to us.

The client should get him/herself acquainted with customary practices. cSafari as well as co-operating agents do act in the capacity of agents for the clients in all matters and will under no circumstances whatsoever be responsible and be exempt from any liability for accidents, injury, delay, loss or damage to property or any other loss or damage from whatever it may arise. All tours are subject to the conditions of the concerned airlines, hotels, restaurants and all other contractors involved.

Under no circumstances will cSafari be responsible for the death or injury or loss, which might occur to such persons sustained from any case whatsoever providing normal reasonable care has been taken to ensure the safety of all participants within the caveat of the said environment. The client hereby indemnifies and holds cSafari harmless against any and all claims whatsoever the nature other than that provided for under South African law.

Jurisdiction

The principal company is incorporated in the Republic of South Africa and it operates under the laws of The Republic of South Africa. Your contract with us and matters arising out of it will be governed by the laws of South Africa even if payment is made via an agent or school.

