

## Safari Booking Conditions

### How to Book:

- » Please complete the form attached to each safaris/ tours page of the web site ([www.uyaphi.com/](http://www.uyaphi.com/) [www.wildtanzania.com](http://www.wildtanzania.com)), upon confirmation/ agreement of Safari/ Tour rates and dates a 25% non-refundable deposit of the application fare is due to secure the booking.
- » The booking fee is accepted as part of the inclusive fare and will only be refunded if the applicant cannot be accommodated.
- » Please note that reservation cannot be made without a deposit.
- » The balance of the fare is payable to Uyaphi.com eight weeks/ two months prior to the date of departure. If the full amount is not paid in due time, Uyaphi.com reserves the right to treat the booking as cancelled. \*Bookings made less than 60 days prior to your departure, payment is required in full.\*
- » Late applicants however may join the Safari/ Tour on an "accommodation available" basis.
- » On receipt of your full payment, we will send vouchers, tour information, clothing lists etc. Please ensure that you receive the information before you leave on safari.

### Payment:

- » Properties, Establishments and services within South Africa, Swaziland, Lesotho and Namibia are payable in South African Rand or the equivalent in US\$, EURO (&euro;) and GBP (£).
- » Properties, Establishments and services within Botswana, Zimbabwe, Mozambique, Zambia, Malawi, Uganda, Tanzania and Kenya (or any other Africa country other than above) are payable in US\$ and EURO (&euro;) only.
- » Uyaphi Safaris CC does not accept payment by CHEQUE, under any circumstance due to FRAUD.
- » When settling invoices, payments or bills in South African Rand, Credit Card payments and Bank Transfers are available.
- » When settling invoices, payments or bills in US\$, Bank Transfers to Uyaphi Safaris CC's US\$ Account is available only.
- » When settling invoices, payments or bills in EURO', Bank Transfers to Uyaphi Safaris CC's EURO Account is available only.

### The Contract:

» In this contract the following words shall have the corresponding meanings unless the context otherwise indicates and the same meanings shall be applicable mutatis mutandis to the booking conditions:

- Uyaphi.com means Uyaphi Safaris CC (trading as Uyaphi.com)
- The Client means The person who accepts the booking by signature or any other means
- Persons Under His Authority means All persons who are accepted for a Safari/ Tour on the application of a client

» All booking are made by Uyaphi.com and no person has any authority on it's behalf to vary any of the terms and conditions which are applicable.

### Cancellations:

» Cancellation of your booking must be in writing to Uyaphi.com. Cancellations are only effective on receipt of written notification.

» If you cancel prior to eight weeks/ two months before departure your deposit is forfeited. If your cancellation is made after the due date for full payment of your tour fare, charges will be levied.

» The scale of charges, expressed as a percentage of the tour prices, is as follows:

- More than 8 weeks notice - Deposit forfeited
- Less than 8 weeks notice - Deposit plus 25%
- Less than 3 weeks notice - 60%
- Less than 2 weeks notice - 90%
- Less than 1 week notice - 100%

» Cancellation insurance is compulsory on all Safaris and Tours. It is the clients responsibility to arrange cancellation insurance.

» Should the client fail to join the Safari/ Tour after a departure or leave prior to it's completion, no refund or liability will be accepted by Uyaphi.com.

» The client is aware that all the itineraries are flexible and will depend on local conditions.

### Claims and Complaints:

» If a client has a complaint against the tour operator that has conducted that particular Safari/ Tour, the client must first

inform the tour leader whilst on the tour in order that the leader can attempt to rectify the matter.

» Should the matter not be rectified whilst on tour, the client should inform Uyaphi.com (as well as the individual Safari/ Tour that has conducted the tour) as soon as possible. The complaint must be received in writing to both Uyaphi.com and the tour operator within 30 days of the completion of the Safari/ Tour, so that the complaint can be investigated.

» Claims will not be considered outside of that time.

» Uyaphi.com will not entertain complaints due to the Loss of Enjoyment where the full land arrangements have been provided.

» Uyaphi.com is not responsible for complaints lodged against a tour operator, although we will work in conjunction with the operator to resolve all matters pertaining to the complaint.

» Uyaphi.com will seek legal advice should a credit card charge back be enforced against Uyaphi.com by the complainant seeking compensation against one of our partners in travel.

#### Travel Documents:

» The client acknowledges that it is his/ her responsibility to ensure that he/ she is in possession of the necessary valid travel documents, passports, visas, vaccination certificates, etc.

» Even though Uyaphi.com will endeavour to assist the passenger in this regard, such assistance should be at the company's sole discretion, the client acknowledges that in so doing, Uyaphi.com is not assuming any obligation or liability, and that nevertheless the responsibility to ensure that the aforesaid documentation is in order and complies with such lawful and other requirements to enable the client to enjoy the benefits of the Safari/ Tour, remains the client's.

» The client acknowledges that Uyaphi.com nor the selected Safari/ Tour operator will be held liable to a refund of the tour fare or compensation, should the client be refused entry in a country for any reason.

#### Insurance:

» Comprehensive Travel Insurance covering cancellation, curtailment, medical expenses, emergency Travel, and personal accident, personal baggage and money loss is compulsory for all participants on any and all Safaris and Tours offered by Uyaphi.com and our partners in travel. This should be arranged at the time of payment of the deposit to cover you for cancellation from that time.

» The client acknowledges that it is his/ her responsibility to take insurance. The client undertakes to take comprehensive travel insurance to cover his/ her personal requirements.

» Please note that credit card travel insurance is inadequate for a Safari/ Tour.

#### Prices:

» We at Uyaphi.com will do our utmost to keep to the published price. Should airlines, exchange rates, fuel costs, game reserve entrance fees, fluctuation of exchange rates etc., force increases on us, we reserve the right to surcharge without notice, up to a maximum of 20% of the advertised rate.

#### Delays:

» Uyaphi.com or any of our travel partners cannot be held liable for any delays due to airlines, train, taxis, busses, ships not running to schedule.

The Laws of the Republic of South Africa shall in all respects, govern any contracts.

When paying by credit card all Rates will be quoted in SAR (South African Rands) and include VAT (Value added tax) unless otherwise stated.

We believe the brochure/ web content and tariff are correct at time of printing, but all prices and services are subject to change or withdrawal without notice.