



## **Booking Terms and Conditions**

### **Company**

People and Places ("the Company") is a booking agent and does not own or manage the aircraft, ships, vehicles or other means of transportation, hotels, restaurants or other forms of accommodation, or catering services used on holiday. The information and descriptions given about them are based on enquires made by the Company and are believed to be accurate, but the Company makes no warranty or representation in respect thereof. The Company shall not be liable for any inconvenience, loss or damage caused by any failure, in whole or part, of these services unless due to the proven negligence of the Company.

### **Bookings and Payment**

No reservation, whether for transport, accommodation, tours or other services, shall be considered confirmed, until the Company has received a deposit and the Company has issued a written confirmation of the reservation.

- A 30% non-refundable deposit is required to confirm the reservation and for accommodation to be held. For any regional or international flight bookings made, immediate payment is required to secure bookings
- Balance of payment is required 8 weeks prior to travel.
- If you are booking within 8 weeks of departure, then full payment is required at the time of booking.
- Payment can be made by bank transfer to the bank account as named by People and Places with all bank transfer fees being covered by the client. Payment can also be made by credit card at a surcharge of 4.2%.

### **Cancellation Policy**

#### **Cancellation by You**

Cancellation of any bookings must be in writing. Cancellations are only valid upon receipt of written notification. If your cancellation is made after the due date for full payment, charges will be levied. The scale of charges differs from lodge to lodge, with the most stringent being as follows:

- From confirmation to 91 days prior to travel – between 20% - 30% cancellation charge
- 90 – 61 days prior to travel – 50% cancellation charge
- 60-0 days prior to travel – 100% cancellation charge
- All airline tickets are non-refundable

Should you fail to join a tour, or join it after departure, or leave it prior to its completion, no refund can be made. (Please note that if the reason for cancellation falls within the terms of any holiday insurance policy, which you hold, then such charges will normally be refunded to you by the insurance company subject to the terms of your insurance).

Noted: During peak season periods *People and Places* reserves the right to alter the cancellation policies should our suppliers apply different penalties to those listed above.

The above cancellation terms are the most stringent as applied by many of the lodges and hotels we work with. Should you have to cancel for any reason we will do our best to get these cancellation fees reduced where we can, but we feel important you are aware of the worst outcome.

#### **Cancellation by People and Places**

If you fail to pay the balance of the holiday price 8 weeks before departure, the Company will treat your booking as cancelled and levy the cancellation charges as set out above.

If the Company is obliged to cancel your holiday in any other circumstances before departure such as in force majeure circumstances, the Company will use its best endeavours to offer alternative arrangements of a comparable standard or will give you a full and prompt refund. Force majeure means unusual and unforeseeable circumstances beyond the Company's control, the consequence of which neither the Company nor its suppliers could avoid, including, but not limited to war, threat of war, riot, civil strife, pandemic, terrorist activity (actual or threatened), industrial dispute, technical problems with transport, machinery or equipment, power failure, natural or nuclear disaster, fire, flood, drought, adverse weather conditions and level of water in rivers.

### **Changes to schedules**

Great care is taken in ensuring that the information sent is accurate; however, it should be borne in mind that People and Places reserves the right and in fact is obliged to, occasionally change routes and accommodations as dictated by changing conditions. Whilst People and Places uses its best endeavors to ensure that all anticipated accommodation is available as planned, there shall be no claim of any nature whatsoever against People and Places for a refund either in whole or part, if





any accommodation or excursion is unavailable or the client was unable to use that service. We cannot be held responsible for delays due to airlines not running on schedule, which will have a domino effect on any charters meeting those flights and accommodation may have to be rearranged.

Please note that we subcontract the flying services to independent charter or scheduled companies and they are responsible for the flying. Road transfers are subcontracted to independent transfer companies and they are responsible for such transfers.

If one of our guides is unable to take a tour due to illness, we reserve the right to substitute another guide.

#### **Surcharges**

The price of any safaris is, regrettably, subject to the possibility of surcharges which may occur in connection with the following items; governmental action, currency exchange rates, increase in airfares or fuel increases.

#### **Airlines and other suppliers**

The conditions of the various suppliers will apply, and these conditions may be subject to international conventions, which limit and /or restrict the supplier's liability.

Clients are responsible for checking-in for flights at the correct time and for presenting themselves to take up all pre-booked components of their holiday. The Company cannot accept responsibility for clients missing flights as a result of late check-ins and no credit or refunds will be given if they fail to take up any components of their holiday. No credit or refunds will be given for lost, mislaid or destroyed travel documents.

#### **Passports and Visas**

The onus is upon the client to ensure that passports, visas and health certificates are valid for the countries visited. People and Places will not be responsible for any visas etc not being held by the client.

#### **Insurance**

The Company strongly recommends that all clients take out comprehensive travel insurance prior to date of travel. Credit card insurance is not normally adequate for travel in Africa. This insurance should be arranged at the time of payment of the deposit to cover you for cancellation from that time. This insurance should cover cancellation and curtailment, all medical expenses including evacuation/repatriation, personal baggage, personal liability, death and permanent disability and travel document insurance. The Company cannot be held responsible for any costs arising from such loss or injury.

#### **Health**

The Company strongly recommends that anti-malarial precautions are commenced prior to departure for any malarial area and clients should bring their own personal insect repellent. Please consult your doctor for specific advice on immunization against tropical diseases. It is the client's responsibility to ensure compliance with the legal health requirements of foreign governments. People and Places shall not be held responsible for any client health-related issues while on safari.

#### **Wild Animals**

Holidays arranged by People and Places will often take clients into proximity to wild animals. Attacks by wild animals upon people are rare, but People and Places cannot guarantee that they will not occur. Nor does the Company, its employees or agents accept responsibility for any injury, loss or damage, which may be caused by wild animals.

#### **Indemnity**

At some places on holiday clients may experience optional activities furnished by independent suppliers not affiliated in any way with The Company. Certain of these activities carry with them various inherent risks including attack by wild animals, which can cause serious personal injury. These activities include but are not necessarily limited to: -

- Walking safaris
- Walking unaccompanied in game areas
- Scuba diving
- Fixed wing or helicopter flights
- White water rafting
- Bunji jumping
- River cruises

Clients should be aware that although every precaution is taken by the suppliers to guard against such danger, their safety cannot be guaranteed. Participation will be at the client's risk and The Company can assume no responsibility for clients' safety in this regard.

