



## **Lush Safaris Ltd**

### **Terms and Conditions (including Covid)**

Lush Safaris' Standard Terms of Business:

All tours are subject to the following Terms of Business. Changes hereto should be negotiated and approved prior to the confirmation of the tour.

#### **Confirmation:**

Confirmation is subject to the receipt of a non-refundable deposit and availability of specified accommodation. For scheduled itineraries accommodation as specified in the itinerary proposal document provisionally booked in accordance with the reservation policies of the respected products. A guide will only be allocated once a deposit for the minimum number of passengers has been received.

#### **Conditions of Payment:**

- Full payment on confirmation if less than 45 days prior to departure.
- If there remains more than 45 days prior to departure, the following conditions will apply:
- Booking Fee: 10% of the total trip cost per person in pound sterling on confirmation.
- Ground arrangement deposit: 20% of total amount, including any additional activities and surcharges 90 days prior to arrival.
- Ground arrangement balance: 45 days prior to arrival in South Africa.

#### **Travel Insurance:**

Lush Safaris requires all clients to purchase travel insurance with a cancellation and curtailment benefit. We strongly recommend that the insurance is purchased before the booking fee is paid. Clients should seek insurance to cover them from the date of travel in the airport in the UK (or other residential country) up to and including the arrival date back into the UK or other residential country.

Lush Safaris do not organise or purchase travel insurance on the client's behalf.

### **Bank Charges:**

Should bank charges occur, including whilst using your bank account in South Africa, Lush Safaris are not responsible for such bank charges. These are solely for the clients own account.

### **Changes to Itinerary:**

On confirmation of the trip, clients have 30 days in which they are able to make changes to the itinerary. Changes are subject to availability and any additional costs will be charged at the client's expense. No changes are permitted within 60 days prior to commencement of the trip.

### **Cancellation Policy:**

Lush Safaris reserves the right to cancel any booking for which the total amount has not been received as per the conditions above. In this event, the client will forfeit 50% of the total amount of charges and the balance refunded. If for unforeseen circumstances Lush Safaris should cancel a tour, the total amount less bank charges will be refunded. Cancellations of confirmed bookings must be made in writing and will be effective from the cancellation is received. The following cancellation charges based on the total value of the safari will apply:

- More than 30 days prior to departure less 20%
- Less than 30 days prior to departure 100% forfeit.

Should a client fail to join a tour, join after the departure date or leave the tour before completion, no refund will be made and any additional expenses occurred will be for the client's own expense.

Lush Safaris cannot be held responsible for losses incurred should a client cancel within the 100% forfeiture period and is covered by adequate insurance.



### **Postponement:**

In the event of a travel ban, either by the UK government or South Africa Authorities, for any reason our standard cancellation policy will apply, or clients will have an opportunity to postpone the trip for up to 12 months. In this case the following administration fees will apply:

- If payment has been made in full according to the payment schedule there will be no administration fee.
- If clients provide written agreement to continue to pay outstanding amounts according to the payment schedule, no administration fee will be charged.
- If the client prefers to withhold the balance of payment and negotiate a new payment schedule an administration fee of 10% will be charged.
- Any price increases incurred due to the postponement will be for the clients account.

## Payments:

Payments can be made by a number of methods. Please see website for details.

## Other conditions:

- All quotes are valid for 14 days only and will be cancelled thereafter automatically.
- Quotes are subject to availability on confirmation of service.
- No smoking or alcohol is permitted on any vehicle. Intoxicated clients will not be transported. This includes return from or return to the designated airport.
- No smoking is permitted in any accommodation and clients must adhere to the smoking policy at each reserve. Clients must not dispose of lighted or partially lit smoking products in the environment. All must be fully extinguished and disposed off in a safe manner. Carelessness causes fires in the bush and damage to animals.
- Lush Safaris' or any staff involved or employed by the trip will not be held responsible for any lost or damaged luggage, personal belongings, money or documents.
- Lush Safaris' or any staff involved or employed by the trip will not be held responsible for any personal injury to the client or clients.
- Clients must seek medical advice from their Doctor regarding required vaccinations and anti-malaria medication. There are special rules relating to clients who have previously travelled to a country where yellow fever is present.
- Passengers must keep a copy of their passport and their passport in a safe place.
- Passports must be in date by at least 6 months upon the return date of your trip and must have 2 free pages that are not stamped in any other country.
- No item of luggage must weigh more than 23 kilos. Extra luggage items will incur a surcharge.
- The company will not be held responsible for any transport or road delays.
- No drugs, firearms, ammunition or explosives are allowed in a client's luggage or for the duration of the trip.
- Children under the age of 16 years must be accompanied by an adult.
- **There are strict UK and South African legislation relating to travelling abroad with children under the age of 18 years. You must seek guidance from the UK Governments website at: <https://gov.uk/foreign-travel-advice/south-africa> and the South African Home Affairs office at: <https://dha.gov.za> It is the client's responsibility to carefully follow all instructions contained under these websites. Lush Safaris will not be held responsible for any problems associated with non-compliance of the regulations therein.**
- Children under the age of 18 must be accompanied by an adult for the duration of the trip.
- Abusive and/or aggressive clients will not be tolerated and therefore not transported to or from the airport or whilst in transit whilst in South Africa. Lush Safaris' personnel or any staff involved in the trip, has the right to contact the local police should an incident occur.

If clients need clarification or additional information on any of the points detailed in this document, they should contact Lush Safaris via the available contact methods.

This document was written on the 6<sup>th</sup> September 2019 and updated on 1<sup>st</sup> June 2020.

Please sign and date below to confirm that you have read, understood and accepted all relevant terms and conditions. For group parties, the lead traveller should sign the document on behalf of all concerned; however Lush Safaris' terms and conditions must be made available and explained to all travellers of such party or group.

Print Name	
Signature	
Date	

Contact:

Maureen: maureen@lushsafaris or call 07834764440

Lorraine: lorraine@lushsafaris or call 07725981961

Web site: [www.lushsafaris.com](http://www.lushsafaris.com)

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