

Wild Life Wine Safaris

Terms and Conditions

GENERAL:

The Terms & Conditions set out below apply to all group and private safari/tours. The transportation, meals, entrance fees, accommodation or other facilities and services which are to be supplied in respect of any safari or tour, are as specified in the tour brochure or tour/safari itinerary.

Please read the following Terms & Conditions carefully. They explain the conditions under which your travel arrangements operate and the extent of your liability. They limit our liability and state the terms and conditions of your trip. By accepting and signing final tour documents, you accept all these terms and conditions.

RESERVATIONS:

In order to maximize your experience, bookings should be made well in advance. Lodges are limited in size and often have partial or non-refundable deposits. On occasion, lodging may require full payment for reservation confirmation during periods of high demand. In the event this occurs with your itinerary, WLWS will contact you and revise deposits accordingly. Inter-Africa flights are limited in frequency and often sell out up to one year ahead of time, and are completely non-refundable. Early bookings will not only secure your lodge reservation, but increase access to direct flights to and from the lodge.

CANCELLATION CONDITIONS AND CHARGES

DEPOSIT:

A deposit of 30% is required to confirm bookings. Additional deposits may be required in accordance with customized itinerary content, or as stated above in cases of high demand for lodging.

PAYMENT:

Full payment is due 90 days before commencement of the WLWS tour as per your itinerary. In the event full payment is not received the trip is deemed cancelled and any deposits paid are non-refundable.

PRICE ADJUSTMENTS:

Tour prices are current as of date of booking, but due to volatility in currency fluctuations, may be subject to change or surcharge.

CANCELLATION/REFUNDS:

Cancellations made in writing will be refunded as follows:

- 🍷 Cancellations received up to 91 days prior to start of the tour will receive a refund of tour deposit, less a \$250 per person administrative charge, and if applicable, any non-refundable lodging and **Inter-African airfare charges.
- 🍷 Cancellations received 90 – 31 days before the start of the tour will forfeit 50% of the balance of the cost of the tour after any non-refundable lodging charges and **Inter-African airfares are deducted.

- 🍷 Participants forfeit 100% of the tour cost for cancellations made within 30 days prior to commencement of the WLWS tour as per your itinerary.
- 🍷 There will be no refund for unused transportation, accommodation, meals, and other arrangements after departure.

**Tickets on Inter-African airlines, once issued, are non-changeable and non-refundable.

TOUR CHANGES AND CANCELLATION:

WLWS reserves the right to adjust the itinerary, accommodations and services before departure and during the trip in response to unforeseen circumstances, including increased fares, rates and currency fluctuations, airline failures, and to otherwise ensure the safety, comfort and well-being of tour participants. WLWS shall have no liability for such adjustments. Any additional costs, if required, will be borne by tour participants.

WLWS LLC reserves the right to cancel tours if necessary due to circumstances on or near the tour destination, outside the control of WLWS, and which could not have reasonably been foreseen or avoided when agreement was entered into, including but not limited to natural disasters, acts of war, whether declared or undeclared, riots, general strikes, acts of government or controlling state authorities, epidemics, quarantines, customs regulations, or other major events that substantially impacts the tour or conditions at the tour destination. WLWS shall have no liability whatsoever for cancellations due to circumstances beyond its control. WLWS will issue refunds for remaining funds available subject to the booking conditions and cancellation provisions of the suppliers of services, transportation and accommodations.

Refunds will be payable by check within 30 days of tour cancellation.

Any fees for credit card use will not be refunded if deposit is paid by credit card.

WLWS LLC shall not be liable for any death, injury, damage, loss, additional expense, accident, delay, schedule change or other irregularity arising out of any act, omission or negligence of the supplier or their employees.

PASSPORTS:

Tour participants are required to have a valid passport with an **expiration date of at least 6 months from date of return plus two blank pages**, and in some cases where itinerary includes African travel beyond South Africa, a visa. Tour price does not include costs to obtain passports or visas.

BAGGAGE LIMITS:

Due to strict limits on Inter-African air travel, each traveller is permitted only **one soft sided 44 lb. (35.5 x 28 x 17.5 inches) piece of checked luggage, plus one 7lb. (9 x 20.5 x 15.5 inch) carry-on** item on all flights purchased by Wild Life Wine Safaris as part of your tour. WLWS encourages you to allow enough space and weight in your baggage upon departure for the addition of items you may wish to purchase during travel. If applicable, your itinerary will note any other baggage limits or restrictions.

Travellers should check with their air carriers for current baggage restrictions on all other flights. Baggage size and weight limits vary between airlines, countries, domestic or international flights, mileage awards, and other factors, and can change at any time. If your tour includes any charter or Inter-African flights, note that additional luggage restrictions may apply.

All passengers are responsible to pay and store any excess baggage at their own cost and risk throughout their tour.

WLWS LLC assumes no liability for lost or damaged baggage, or personal property. Clients are advised to purchase a supplemental travel insurance package.

LIMITS OF RESPONSIBILITY/HOLD HARMLESS:

WLWS LLC, act only as agents for the suppliers of your travel, including Inter-African air transport, car, bus, lodging, meals and use of any facilities on tour destinations, and shall assume no responsibility or liability for service, transportation or equipment made available by any supplier, either as to its availability or as to its safety, quality or condition, nor for the acts (negligent or otherwise) of any employee or agent of such establishment, firm, person, or entity supplying services.

INNOCULATIONS/TOUR MEDICATIONS:

Due to travel in malaria zones, tour participants are strongly urged to obtain anti-malarial medications to cover the duration of their stay in the safari camps. It is the responsibility of tour participants to consult with their physician or a travel medical service on anti-malarial medications and required vaccines for travel to places on itinerary, and to secure necessary immunizations and medications at their own cost.

INCLUDED IN TOUR PRICE:

- 🍷 Accommodations – provided as specified in itinerary, or comparable, in hotels and lodges, based on two persons sharing a room, unless otherwise noted as single supplement. WLWS reserves the right to substitute hotels and lodges when necessary or appropriate to reflect unforeseen circumstances or rate changes.
- 🍷 Service charges and taxes are included in all accommodations.
- 🍷 Meals as specified in itinerary.

WLWS exerts extraordinary effort to secure reservations at top South African venues as part of our commitment to providing our clients/customers the highest level of enjoyment. While WLWS engages in the best of industry practices to coordinate these venues, we cannot be held responsible for changes in venue that may occur due to factors beyond our control, such as late-developing venue insolvency, health concerns, or cancellation policies.

- 🍷 Transfers between airports, hotels, and tour destinations as specified in itinerary, based on a minimum of two people, unless otherwise noted.
- 🍷 Sightseeing as specified in itinerary, based on a minimum of two people, unless otherwise noted.

EXCLUDED IN TOUR PRICE:

- 🍷 Gratuities.
- 🍷 International Airfare – prices do not include airfares to and from Africa.
- 🍷 Inter-African Airfare – Unless otherwise noted on your itinerary.

 Costs to obtain passports or visas.

 Costs to obtain inoculations.

Any items of a personal nature, such as alcohol, snacks, laundry, phone calls, Internet, or meals, unless specified in itinerary.

TRIP INSURANCE:

WLWS strongly urges clients to purchase comprehensive accident, medical, baggage and travel cancellation insurance as soon as you book your trip. WLWS LLC shall not be liable for any costs associated with sickness or accident that occurs prior to or while on tour, nor shall they be liable for any refund of tour costs paid if cancellations or tour disruptions occur for reasons beyond our control.

Tour participants who wish to decline the purchase of consumer travel insurance as advocated by WLWS must check the box below and initial acknowledging that they have read and understand the following statement:

In waiving the option to purchase comprehensive consumer travel insurance, I understand that I am responsible for the costs of any medical assistance required during the tour and/or airline cancellations, loss of or damage to any personal property, and agree to hold WLWS LLC harmless for any costs or claims which could have been covered under a consumer travel insurance policy if it had been purchased

AGREEMENT:

Receipt of payment by tour participant is subject to the terms and conditions above. Tour participant, by checking box below, certifies that: he/she has read and understands these terms and conditions, including assumption of risk, waiver of liability and indemnity agreement, agrees to hold harmless WLWS LLC, its owners, and insurers, and that this agreement shall be deemed to have executed it for tour participant, tour participants' heirs, executors, administrators, successors, assigns and next of kin.