



NANDZANA SAFARIS

Terms and Conditions

Please read the following information to ensure that you fully understand all booking terms and conditions, how payments are made, our cancellation policy and our insurance waiver.

1. Bookings

- You can book via email and send us your requests: safaris@nandzana.co.za
- Bookings for overnight Kruger Safaris requires a minimum of a 50% payment for your vehicle and guide, and 100% payment for your accommodation (as this is booked with the Kruger Park), due within 7 days of acceptance of the quotation. Failure to do this results in a loss of reservation.
- Reservations made within 45 days prior to arrival are payable within 24 hours from the day reservation is made.
- Day Tours are 100% payable on date of booking in order to confirm your tour and are non-refundable if cancelled within 14 days before the tour.
- The Nandzana Booking Agent is available 24/7 on both the business line - +27 72 703 9637, and on WhatsApp +27 71 352 6836.

2. Cancellation Policy

<u>Days Prior to Arrival</u>	<u>Cancellation fees</u>
0-29 Days Prior	100% of total amount
30-45 Days Prior	50% of total amount
46 or More Days	5% of total amount

Please note: All cancellations must be emailed to safaris@nandzana.co.za

Please note a 5% admin charge will be levied on credit card and bank transfer refunds due to cancellations.

Nandzana Safaris is not liable for incorrect or outdated rates specified by SANParks and will not be obliged to supply bookings at those rates.

3. Booking Changes

Should you wish to make any changes to your itinerary once you receive your booking confirmation or wish an earlier departure date, we will make every effort to accommodate your requests based on availability. However, there may be extra costs involved to accommodate your request. These costs are in addition to the fee quoted for your initial safari. Normal cancellation fees apply if you wish to postpone your departure.

4. Insurance

It is the sole responsibility of the guest to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependents / traveling companions for the duration of their trip to Africa.

This insurance should include cover in respect of, but not limited to, the following eventualities: cancellation or curtailment of the safari, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods.

Guests will be charged directly by the relevant service providers for any emergency services they may require, and may find themselves in a position unable to access such services should they not be carrying the relevant insurance cover.

Nandzana Safaris, including their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependents or traveling companions, with regards to, but not limited to, any of the above mentioned eventualities.

Nandzana Safaris' vehicles are fully insured with comprehensive passenger liability. (This does not include items of a personal nature.)

Nandzana Safaris is also bonded with SATSA in order to provide our guests with additional assurance.

5. Payment Methods

1. International Bank Payment/EFT (Electronic Funds Transfer) must be made to our First National Bank (FNB) account.

EFT Bank Details

First National Bank (FNB)
Account #: 62610733025
Branch Code: 270452
Branch Address: 15 Wilger Street, Phalaborwa, 1389, South Africa
SWIFT Code: FIRZAJJ

Recipients Name: Craig Young
Recipient's Address: 19 Kwartel St, Phalaborwa, 1389, South Africa
Recipient's Tel: (+27) 72 703 9637
Recipient's email: safaris@nandzana.co.za

2. PayPal payments must be made to our PayPal account: safaris@nandzana.co.za

We accept Visa & Master cards online via our PayPal payment system. Additional costs are incurred and will be added to your quote.

6. Luggage

We recommend you travel light whilst on safari. We can make arrangements for extra luggage but this must be arranged prior to your arrival for overnight Kruger Safaris.

7. Passport & Visas

Passports and visas must valid for the countries visited and responsibility lies with the guest to take care of their belongings during their stay. Nandzana Safaris and their staff cannot be held liable for loss of passports and visas during the trip.

8. Health

Tropical disease precautions should be commenced prior to departure. Please consult your doctor for specific advice. If you are a contagious-disease carrier, you must let us know when booking your safari. Please note that the Kruger National Park is in a malaria area, although the risk is usually low and seasonal. Please consult a medical doctor before embarking on your trip and go to doh.gov.za/malaria.php for more information.

9. Wild Animals

Whilst on safari you will encounter wild animals in close proximity. Contact and attacks with animal are extremely rare, however in the advent of an animal attack Nandzana Safaris, nor their employees, can be held responsible for any injury or incident on the safari (sign indemnity form).

10. Not Included

- Insurance to cover for cancellation and curtailment, medical, baggage, money and emergency evacuation back home.
- Depending upon the safari proposal, certain meals may not be included
- Alcoholic beverages
- Personal laundry
- Gratuities to guides
- Any excursion not related to the safari
- Please note that the 'unlimited mileage' and 'game drives' we offer are only relevant to the Kruger Park and the specific regions chosen.

11. Responsibility

Nandzana Safaris nor any person or agent acting for, through or on behalf of the Company shall be liable for any loss or damage whatsoever arising from any cause resulting in delays, sickness, theft, injury or death.

In addition the Company shall have the right at any time, at its discretion, to cancel any safari or the remainder thereof or make any alteration in route, accommodation, price or other details.

In the event of any safari being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other cause whatsoever, the extra expenses incurred as a result thereof shall be the responsibility of the passenger.

The Company may at its discretion and without liability or cost to itself at any time cancel or terminate the guest's booking in the event of the illness or the illegal or incompatible behaviour of the guest, who shall in such circumstances not be entitled to any refund.

12. Changes to Schedules

Nandzana Safaris will always try to stick to prior arrangements with their guests, however on occasions a change in route or camp may be necessary as dictated by changing conditions such as seasonal rainfall, by game migrations from one region to another, or airline or other booking problems.

13. Refunds

Whilst the Company uses its best endeavors to ensure that all anticipated accommodation is available as planned, there shall be no claim of any nature whatsoever against the Company for a refund either in the whole or part, if any accommodation or excursion is unavailable and a reasonable alternative is not found. If the guest is unable to use any service provided in the itinerary, then there are no refunds due.

14. Flights

International & domestic flights must be booked by the client themselves. We cannot be held responsible for any schedule changes, flight delay or flight cancellations that occur to your flights and that consequently affect your travel arrangements.

15. Delays

We cannot be held liable for any delays or additional costs incurred as a result of airlines not running to schedule.

16. Agents

This agreement is made subject to and shall be governed by and construed according to the laws of South Africa in which the safari takes place.

Nandzana Safaris makes your travel arrangements and acts merely as an agent for some of the products such as Kruger National Park accommodation, night drives, bush walks and restaurants. We are therefore not liable for any issues with quality or systems.

17. Guides

If one of our guides is unable to take a safari due to illness or factors beyond their control we reserve the right to substitute them with another guide.

18. Consent

All guests are required to sign an indemnity form to accept responsibility for themselves during the safari excursions and other activities booked. These will be made available to you prior to travel and you will need to complete and hand the signed consent to your guide on arrival.

19. Age limits on safari with us

A suitable age limit for a safari is five years old. However, we are happy to show discretion for younger children dependent upon circumstances.