



GENERAL TERMS AND CONDITIONS

All bookings made with Captured In Africa Exclusive Safaris adhere (and not limited) to the following general terms & conditions.

BOOKING & PAYMENT

Bookings are accepted on these conditions and no waiver shall be given without prior agreement by Captured In Africa or third party suppliers. On occasions, terms of service and conditions of booking will alter depending upon third party terms & conditions.

Bookings are confirmed upon receipt of a minimum 20% deposit.

Please note, deposit amounts may vary according to third party supplier, however Captured In Africa will confirm on our website or in writing at the time of booking, the deposit amount due to confirm your booking as part of your quotation. Bookings are not confirmed until correct deposit is paid to Captured In Africa, unless otherwise agreed. Deposits can vary between 20 – 50%. Should your departure date be soon, then full payment is required to guarantee your booking.

The balance is payable in full 45-60 days prior to departure (exact due-by date will be confirmed to you dependent upon your booking and third party terms and conditions). Captured In Africa reserves the right to cancel bookings should a customer not pay their outstanding balance before its due date. Should a customer be in a position where they require more time to pay such balance, then we request customer's contact and inform us immediately.

Please fill out the booking form received from us and send it with a deposit of the total booking costs (deposit amount will be confirmed to you on quotation). On receipt of your signed booking form and deposit, we will, subject to availability confirm your request as per your enquiry. Upon issue of our confirmation invoice, your booking is confirmed and accepted by us. Final payment is due no later than 45-60 days prior to your departure date.

Our prices include a 3% payment processing fee for credit cards and other international payment methods.

CANCELLATION

- More than 16 weeks prior to departure, the deposit will be returned - less any bank charges incurred;
- Between 16 & 8 weeks prior to departure - the deposit will be forfeited;
- Between 8 & 4 weeks prior to departure - 50% of the full value of the reservation will be forfeited;
- Less than 4 weeks prior to departure and no-shows - 100% of the full value of the reservation is forfeited.

We reserve the right to review and amend published prices in the event of currency exchange rate fluctuation, increases in operating costs and taxes, which are beyond our control. Cancellation terms can also vary according to lodge, camp or other third party supplier and those will override Captured In Africa terms and conditions outlined here.

LIABILITY

Captured in Africa operates with third party properties, parks, reserves and other service providers on behalf of the customer and these bookings are accepted on the specific condition that Captured in Africa acts only as the reservations office/tour operator/point of sale for said third parties, and assumes no liability whatsoever for any injury, damage, loss, accident or delay to person or property.

LIABILITY FOR ACTIVITIES

Captured In Africa reserves the right to ask customers to sign waivers of agreement for activities or other, as provided by third parties. Customers should understand the risks involved in all activities before signing any waiver. This includes activities carried out by our suppliers and partners, along with areas, reserves, facilities or other which are out of the control of Captured In Africa. Customers are required as part of these terms & conditions and all other activities they participate in, to ensure they are adequately covered by insurance and medical cover for all eventualities. Captured In Africa will not be liable for a customer's decision not to adequately protect themselves with insurance when participating in activities and the customer should be aware of the risk involved for such.

Activities may include but not limited to; game reserve experiences where dangerous wild and/or captive animals are present - such as game drives, walks, sanctuary visits with animals behind fences, interacting with nature via walking or vehicle drives across rough terrain, woodland, exotic plants and other, exposure to anti-poaching operations and interactions with anti-poaching units including K9's and experiences thereof, trekking on foot whereby suitable attire and footwear should be worn, weather conditions and suitable protection against heat, nutrition, hydration, malaria and a customer's current medical conditions should all be considered prior to participating in any activity.

CANCELLATION

Cancellations are only effective on receipt of written notification from the customer to Captured In Africa and applicable to the scale of cancellations as stated under cancellations. Should a guest fail to join a safari or join it after departure or leave it prior to its completion, no refund shall be made. For any change in itinerary by customers whilst on safari, there will be no refund for any services not utilised, and all new arrangements and subsequent additional costs will be payable by the customer.

AMENDMENTS & CHANGES

Once a booking has been confirmed, should the customer wish to change to an alternative departure date, or change their travel duration, accommodation, number of travellers, we may, at our discretion, charge a change fee. Normal cancellation fees apply (these fees are available upon request and as per third party supplier terms & conditions).

Changes to Your Safari - although every effort is made to adhere to schedules, it should be borne in mind that Captured in Africa reserves the right and in fact is obliged to occasionally change routines as dictated by changing conditions as set by outside influences. Any changes will be confirmed in writing by Captured In Africa.

CONSENT

The payment of the deposit or any other partial payment for a reservation and booking on a safari package constitutes consent by all customers covered by that payment to all provisions of the conditions and general information contained in our literature and website, whether the customer has signed the booking form or not - a contract is subsequently created once the customer has confirmed they are happy to proceed and a deposit or payment is paid. The terms under which the customer agrees to these travel arrangements cannot be changed or amended except in writing signed by an authorised representative of the Company.

INSURANCE

Comprehensive travel insurance to cover for cancellation, change and curtailment, medical, baggage, money and emergency evacuation back home; gratuities to guides and to staff; any excursions not related to the safari.

It is a condition of booking that the sole responsibility lies with each customer to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependents/travelling companions. This insurance should include cover in respect of, but not limited to, the following eventualities: cancellation or curtailment of the safari, changes to flight operations and schedules, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods. Insurance must be sought from a reputable insurance provider that adequately covers the customer, including their personal circumstances such as health, property or individual travel arrangements.

The company, their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the customers, or their dependents or travelling companions, with regards to, but not limited to, any of the abovementioned eventualities. Customers 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.

PASSPORTS AND CHILDREN

Customers are requested to consult with updated travel advisory and embassies for travel to the countries as listed in their itinerary, in order to seek appropriate passport & visa information.

Please note that the South African government has implemented new laws which take effect from 1 June 2015;

Parents travelling with children; (any person under 18 years of age at time of travel) into or out of South Africa may be asked to show the child's full unabridged birth certificate. A parent traveling with children, without the other parent, will need a police certified letter of consent from the absent parent.

Need to know: <http://www.dha.gov.za/files/Brochures/Immigrationleaflet.pdf>

Passengers entering many African Countries (including but not limited to South Africa, Botswana and Zambia) must have passports valid for at least 6 months after the travel entry date.

VISAS

Visas are at the expense of the traveller and must be sought in advance of travel. Costs of visas can vary, some countries require a visa in order to enter, in some countries travellers may obtain visas upon arrival. We advise all customers to check with their embassies and requirements based on your nationality.

UPDATED KENYA VISA REGULATIONS

As of 1st September 2015, all travellers to Kenya that require a Kenya entry visa must apply in advance via the e-visa portal, www.ecitizen.go.ke.

HEALTH & SAFETY ON SAFARI

Please consult your doctor for specific advice in relation to malaria medication and other medical advice according to the county(s) you visit. If you are a contagious-disease carrier, you must let us know when booking your safari.

Yellow Fever - Some Southern African countries require proof of vaccination against Yellow Fever. The requirements differ depending on your destination, which country you have travelled from and which countries were previously visited.

Passengers traveling from the following countries or visiting these countries in conjunction with other Southern African countries will need proof of yellow fever vaccination: Angola, Argentina, Benin, Bolivia, Brazil, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Colombia, Congo, Ivory Coast, Democratic Republic of the Congo, Ecuador, Equatorial Guinea, Ethiopia, Guyana, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Guyana, Kenya, Liberia, Mali, Mauritania, Niger, Nigeria, Panama, Paraguay, Peru, Rwanda, Sao Tome and Principe, Senegal, Sierra Leone, Somalia, Sudan, Suriname, Togo, Trinidad and Tobago, Uganda, United republic of Tanzania, Venezuela.

Yellow fever vaccination must be administered no later than 10 days before departure. It is imperative that you clarify the requirements for your particular itinerary before travelling.

WILD ANIMALS & WILD PLACES

Please be aware that our safaris may take customers into close contact with wild animals. Attacks by wild animals are rare, but no safari into the African wilderness can guarantee that this will not occur and customers should always act with care when on a safari. Neither the company, nor their employees, nor agents can be held responsible for any injury or incident on the safari. Please note that some camps & lodges are unfenced with free-roaming wildlife. Please also note that safaris can take customers over dirt tracks, rugged terrain and across remote plains, in some of the most remote parts of Africa - please think practical and realistic when booking an itinerary.

AGE LIMITS

Are dependent upon the operators and management of camps, lodges and reserves and such things as game drives can have age restrictions in place and may prevent young children participating on game drives into wild areas - please advise if you will be travelling with children. The final decision is at the discretion of management.

PRIVATE VEHICLES

Customers who enjoy privacy and their own routine, may be able to hire a private vehicle and guide at an additional cost per day per vehicle and guide. This is on a first come first served basis and must be booked in advance and is subject to availability of the extra guide and vehicle. Please advise if you require this, but can be something customers may add after a booking has been made. Cost will be confirmed at time of enquiry.

IMAGES & PHOTOGRAPHY ON SAFARI

Captured In Africa reserves the right without further notice to make use of any photograph or film taken on their safari with customers by our staff or photographers without payment or permission for marketing and PR purposes, either in print or in digital form.

AIR CHARTERS, BAGGAGE, FLIGHTS AND TRANSFERS

Please note that we subcontract the flying services to independent charter operations and they are responsible for the flying and the terms thereof.

For flight and all bookings, we require a copy of all passengers' passports. Airlines require the full names of passengers as printed on the passports and will not accept changes once tickets are issued for security purposes. The company accepts no responsibility for incorrect passport numbers or incorrect spelling of full names. (Any additional charges for changes to flight tickets will be for customers to settle). For light aircraft transfers your consultant might request all passengers' weights as part of the booking and confirmation process, this information is required for light aircraft transfer company's, for weight distribution and balancing of aircraft requirements.

In the instance where an airline is grounded for whatever reason (e.g. bad weather, force majeure), while the company will facilitate the booking of new or alternative transport services, the settlement of such requirements will be for the clients' account. Should the client qualify for any flight refunds the company will facilitate the refund process. In the case of inclement weather conditions, resulting in any flight not being able to operate, the customer will be transferred to the next available flight or alternative arrangements (at the discretion of the flight/service provider). Should a flight be cancelled, resulting in delayed or lost nights as part of their itinerary, then it is at the discretion of the appropriate property or supplier as to whether any refund will be due. Please note that should this happen, then Force Majeure (bad weather or other, and out of Captured In Africa's and our suppliers control) applies and no refund will be due to the customer. Please note airline refunds take between 6-8 weeks in any normal circumstances depending upon the customers insurance and ability to claim or not.

Please note that the luggage allowance on all Southern Africa flights is 15 or 20 kg per person. In addition to this, luggage needs to be soft sided (no wheels or rigid frames for Botswana or East Africa) for scheduled charter flights and cannot be overly large or bulky. The allowance for scheduled charter flights in East Africa is 15 kg (33lbs). Please check should you need confirmation.

MINIMUM CONNECTING TIMES

We request that you advise us of your exact International arrival/departure dates and times and to ensure that the minimum connecting times are adhered to. Guideline as follows:

- International/domestic (in either direction) & International/international flights - 1 & ½ hours (We strongly recommend at least 2 hours to ensure a smooth and stress-free transit).
- Domestic/domestic flights - 1 hour (we recommend slightly more than an hour)
- Involuntary schedule changes, technical stops en-route & Force Majeure

It is important to take special note that all airlines have the right to change the times and routings of their scheduled flights, including voluntary technical stops en-route (i.e. re-fuelling) without prior notice and are protected by the Warsaw Convention from any legal liability in doing so.

Therefore, in the unlikely event of involuntary schedule changes, technical stops en-route and/or force majeure, RAS endeavours to keep any inconvenience to a minimum. It is understood though that any circumstances beyond the control of RAS, which relate to unscheduled extensions, will be for the customer's account.

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

RESPONSIBILITY

Neither Captured in Africa, nor any person or agent acting for, through or on behalf of the Captured in Africa, shall be liable for any loss or damage arising from any cause and, without restricting the generality of the foregoing, shall specifically not be responsible for loss or damage arising from any errors or omissions contained in its brochure, website or other literature, nor loss or damage caused by delays, sickness, theft, injury or death.

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 customer.

Captured in Africa may at its discretion and without liability or cost to itself at any time cancel or terminate the customers booking and in particular without limiting the generality of the foregoing it shall be entitled to do so in the event of the illness or the illegal or incompatible behaviour of the customer, who shall in such circumstances not be entitled to any refund.

The person making any booking will, by the making of such booking, warrant that he or she has authority to enter into a contract on behalf of the other person/s included in such a booking and in the event of the failure of any or all of the other persons so included to make payment, the person making the booking shall by his/her signature thereof assume personal liability for the total price of all bookings made by him/her.

* To the best of our knowledge the information on the Captured In Africa website and publicity material is correct at time of print. We cannot be held responsible for any inaccuracies or changes that may occur hereafter.

ENJOY YOUR SAFARI

CONSERVATION AWARENESS THROUGH THE LENS
CAPTURED IN AFRICA