

## **Yizani Tourz TERMS & CONDITIONS**

### **INFORMATION REQUIRED:-**

In order for us to book your itinerary, we will need the following information:-

- The full names of all those traveling
- Nationality and Physical Address
- Children's ages (if applicable)
- Arrival and departure dates to & from South Africa
- Full flight details – please specify the carrier, flight number, city of origin, city of arrival in South Africa and arrival time
- Any special dietary requirements (if applicable)
- Medical conditions and allergies ( if applicable)
- Accommodation preference – double room ( 1 x double bed in the room ), twin room ( 2 x three-quarter beds in the room ) or single room ( ie only one person will occupy the room )

### **PRICES: -**

Quotations are valid for the dates specified on the itinerary. Yizani Tourz will do all possible to hold prices as they as quoted - however, we do reserve the right to increase tour fares should the cost of fuel increase, or supplier rates increase.

Any confirmed reservations will be held at the quoted fare

### **CHANGE OF SCHEDULES: -**

Yizani Tourz undertakes to provide all services as per your itinerary. However, please note that timings at camps, lodges and hotels are subject to change. You will be notified about any amendments in your final itinerary which will be prepared 30 days prior to travel.

### **PAYMENTS / CANCELLATIONS: IMPORTANT:**

Payments must be made on due dates, or we risk losing your accommodation. If payments are not received in due time, Yizani Tourz will not accept responsibility for the cancellation of your reservations by airlines, lodges or hotels & Restaurants.

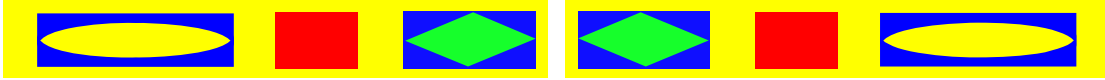
The cancellation policy is strict in South Africa, as most lodges and many hotels and restaurants require pre payments 8 weeks prior to travel. This is not a policy that Yizani Tourz has drawn up – we are obliged to have the same policy so that we receive your funds in time, and do not lose your accommodation bookings.

Methods of payment:-

### **Bank transfer:**

Please arrange a direct bank transfer in South African Rands unless otherwise agreed to in writing between yourself and Yizani Tourz. Your bank will use the rate of exchange on the day that the transfer is affected. Please remember that this takes at least 7 working days to reach our South African account, so please bear this delay in mind when calculating the appropriate date to pay. Banking details will be reflected on your invoice. The Cost of Bank transfers both international and local are for your account, ie the amount invoiced is the amount we expect in our Bank account.





### Credit card:-

We accept payments made via Visa, Master & American Express credit cards only. We will email or fax you a copy of the credit card authorization form. Please complete ALL sections and sign the form before faxing back to us. We can not process authorization forms that have not been completed in full. We will also require a faxed copy of your passport, and a clear copy of both sides of the credit card. Due to credit card fraud we do not advise email as a means of sending the completed forms

### Cancellation Policy:-

A 20% non-refundable tour deposit is required at the time of confirmation. Final and full payment is due within 8 weeks of travel. If the cancellation is prior to eight weeks before departure, your tour deposit is forfeited.

If cancellation is made within 8 weeks of departure, cancellation fees will apply according to the following schedules:

More than 8 weeks notice: loss of 20% deposit

8 – 4 weeks: 25% of full fare

4 – 2 weeks: 50% of full tour fare

Less than 2 weeks: 100% of full tour fare

**NB** The Cancellation Policies supplied by the various service providers shall override the above if these are more stringent

Should you cancel prior to eight weeks before travel for valid reasons (illness, work commitments), we will do our best to request that accommodation establishments and relevant suppliers refund a part of your payments. However, this cannot be guaranteed and is only at their discretion. Bank charges will also be deducted from any amount refunded.

Please note – this is not a guarantee, and you should be prepared to lose your 20% deposit in full.

Please make sure that you take out comprehensive travel insurance to cover any cancellations. If you would like to travel on an alternative date, we can arrange this. However, there may be an increase in tour fare.

### AIR FARES: -

Yizani Tourz does not book international flights. However, we can assist you with booking and ticketing for flights within South Africa. Or, if you prefer, your local travel agent in your home country can book your international flights, as well as your local / internal South African flights.

Important:

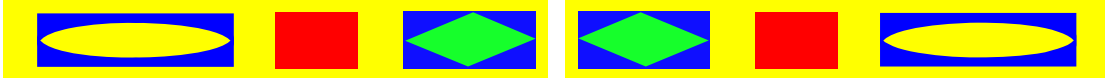
- If your local travel agent is booking your internal / local South African flights, please advise us so that we can suggest flight times. We are experienced in local traveling times, so can recommend appropriate timings for flights
- Any airfares that are quoted by Yizani Tourz are subject to change without prior notice. Please also note that where we have quoted on a special fare class, the fare is only valid on securing a certain "class" of seat. Once we have made the booking for the flight, we must pay the airline within 72 hours, or we lose the seats. Due to this restriction, we may only be able to book and confirm your seats on a routing once we have received your airfare payment

### ACCOMMODATION:-

All accommodation quoted on is based on standard rooms, unless specified otherwise.

Where possible, National Parks accommodations are booked with en suite bathrooms. However, if a family bungalow is booked, there may be two rooms, with 1 bathroom.





### HEALTH: -

A course of anti-malarial tablets is recommended for travel to the Kruger Park and Kwa-Zulu Natal Parks. Please consult your pharmacist or doctor for further advice. If you require any other medication that you take on a regular basis, please bring a supply with you.

Please note that we can quote on safaris in "malaria free" reserves – please ask us for details

### RESPONSIBILITY: -

Neither Yizani Tourz cc or any person or agent acting for it, through or on behalf of the company shall be liable for any loss or damage whatsoever arising from any cause whatsoever, including loss or damage caused by sickness, theft, injury or death. In addition, the Company shall have the right at any time at its discretion to cancel any Tour, Safari or the remainder thereof, make an alteration of the route, price or other details, should it be deemed necessary due to adverse weather conditions, strikes, war, or government restrictions. Any additional costs incurred will be borne by the passenger.

### TRAVEL DOCUMENTATION: -

All applicable health and visa documentation remains *the sole responsibility* of the passenger.

Please note that with immediate effect, anyone traveling to South Africa must have two consecutive blank pages in their passport, which lie side by side when the passport is open (i.e. a left and a right hand page). Passports must also be valid for at least six months. Passengers traveling to South Africa with passports that do not comply with these requirements will either be stopped from boarding the aircraft or risk deportation on arrival in South Africa.

In addition, a parent traveling with children, WITHOUT the other parent, will need a letter of consent from the absent parent. The letter of consent must be certified by the police.

### TRAVEL INSURANCE: -

It is vital to have comprehensive travel Insurance policy in place when travelling to South Africa. This policy must be valid from the day you begin to travel to the day you arrive back home. Please ask your travel agent to arrange a travel insurance policy. Your policy must cover medical evacuation, hospitalization, cancellation, baggage loss and repatriation. We hope that you will never need to use this insurance, but it is best to be safe.

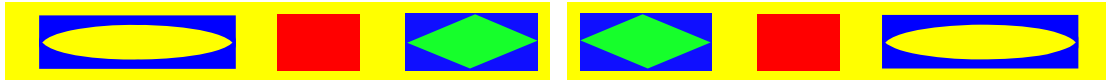
South Africa has good medical facilities, but it is recommended that you use a private hospital in South Africa. Most private hospitals will only admit you if you can pay a deposit, so it is advisable to make sure you have sufficient funds available on your credit card for such emergencies.

Yizani Tourz cc retains the right to refuse to carry any passengers who do not have an insurance policy in place.

### WILDLIFE: -

Whilst the guides we use on Safari are trained as wildlife rangers, and exercise due respect when encountering wildlife, the passenger accepts the inherent risks associated with wildlife safaris. Attacks by wild animals are rare, but Yizani Tourz, its employees and agents cannot be held responsible for any incidents or injuries sustained by passengers on safari, whilst viewing wildlife.





**RIGHT OF ADMISSION RESERVED: -**

Yizani Tourz reserves the right to refuse to carry any passengers who are posing a threat to the tour through unacceptable and/or illegal behavior. The Yizani Tourz tour guide has exclusive rights to expel a passenger at any stage during a tour or safari. Passengers hereby agree to obey any instruction given by the Yizani Tourz tour guide or driver.

**INDEMNITY: -**

All guests will be required to complete an indemnity prior to tour departure.

**LAW:**

The law of South Africa shall govern the relationship between Yizani Tourz cc and the passenger, and the courts of the Republic of South Africa shall have sole jurisdiction in respect of any claims and/or disputes, which may arise between Yizani Tourz and the passenger or agent.

"The Company" refers to Yizani Tourz cc

"The guest or passenger" refers to a person (s) traveling with Yizani Tourz cc or its agents, whether on a tour or transfer

Signed This \_\_\_\_\_ Day of \_\_\_\_\_ 2008

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Authorised Signature

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Date

Witness

Witness

