



CAMPING AFRICA - Booking Terms & Conditions 2020/21

Camping Africa offers 4x4 travel in Southern Africa for individual travellers who use our travel services. Our passion and strive is to ensure that the client wishes are taken into consideration with regards to various factors such as time and budget, the level of travel comfort and highlight they want to experience.

Please ensure that you read through this agreement before using the Website or book a tour with us. This agreement explains the service we offer and warrant that you understand all our terms and conditions contained here.

Booking and Payment Procedures:

To receive a quote or to book a specific tour, the reservation form needs be completed on the Website. Confirmation of services on request basis will be processed within 24 to 48 hours after receipt of the client booking/inquiry form. Should there be any issues relating to one or the other service booked, we will inform you in writing of the reason and offer you an alternative service/travel date instead. Camping Africa will always try their best to accommodate the client's special request on all bookings.

To secure any booking a **30% deposit** must be paid into the company's bank account or PayPal (our third party service) on the Website. Please note we do not store your credit card details and you hereby agree not to hold Camping Africa responsible for any damages should your details be released by any third party. For any information regarding the service, please contact Camping Africa credit card processing company – PayPal.com. Camping Africa charges a 5% booking fee on all credit card payments and should one opt to pay by means of a bank transfer, please include your bank charges from your side for the transaction.

The outstanding balance payment of **70% is required 8 weeks prior to the clients travel date.**

Should any supplier increase the prices before the travel date, despite a deposit paid or full payment received from client, Camping Africa reserves the right to bill the clients accordingly. This can be as result of various factors such as Government Tax, Tourism related services or any third party influence.

Once the full payment has been received you will be issued with all the tour information including vouchers, travel papers and other relevant documents.

Camping Africa reserves the right to cancel the reservation should your transfer not reflect on the company's bank statement within 7 working days. Any monies paid by the client will be refunded.

Please note Camping Africa does not guarantee that the tour prices on the Website are error-free and therefore we reserve the right to correct them at any time without any prior notice or without accepting any liability.

Air Travel:

Camping Africa does not provide the international air transport into Southern Africa and therefore all long-haul flight must be booked by the client directly with the airline/s.

Camping Africa will book all local/in-land flights which are included in the tours offered or on special request. The air transportation will be economy class unless otherwise stated.

Camping Africa cannot be held responsible in the event of any airline cancelling or changing or delaying scheduled flight times (local and international flights) which may result in the client missing their local connection flight or will result in an increase or change in any fares or airport taxes.

Should there be any additional cost implications Camping Africa reserves the right to bill the clients accordingly.

Cancellation Policy:

Any tour cancellation must be done in writing and be acknowledge by Camping Africa and it must be a valid cancellation. Cancellation of any booking will be determined the refund and is subject to the following conditions:

- 30 plus days prior to travel – 25% cancellation fee of total booking costs.
- 30 to 14 days prior to travel – 50% cancellation fee of total booking costs.
- 13 to 7 days prior to travel – 75% cancellation fee of total booking costs.
- 7 days or less prior to travel – 100% cancellation fee of total booking costs
- No Show – 100% cancellation fee of total booking costs

Should the booked tour be cancelled by the company for any reason, all monies paid, less the banking charges, will be refunded to the client. If Camping Africa suspects any criminal activities by the client or in case of breach of these terms, the company reserves the right to keep all monies paid by the client.

We strongly suggest that the client obtains a cancellation insurance which covers the cost of any cancellation.

Changes to Itinerary:

Camping Africa reserves the right to make necessary arrangements for any alternative accommodation/s, route and/or vehicle usage, and will present the client the alternative itinerary in writing and should there be extra costs involved the client will be liable to pay the difference.

Camping Africa cannot be held responsible for extreme events like (but not limited to) weather changes, political condition, outbreak, bad road conditions or any involvement in road accidents.

If Camping Africa cannot arrange a possible suitable alternative, we will strive to refund you the portion or should you not agree to the alternative itinerary at all, Camping Africa will refund you as stated above in the **Cancellation Policy**.

Personal Information:

The client is responsible for providing accurate information when completing with the registration for the use of the website. Camping Africa does not take responsibility for any claims relating to any incomplete or false information provided by the client.

Camping Africa will only use provided information in conjunction with our Private Policy. Should your information be released by any third party such as PayPal we expressly disclaim any liability for any damages that may incur. The client hereby agrees not to hold Camping Africa liable for any damages or inconvenience caused.

Travel Documentation (Passport & Visas, Vaccinations):

It is the client's responsibility to acquire a valid passport, visas, local currency, international driver's license and other necessary documents required for the booked tour.

Camping Africa does not take any liability should the client be refused entry to any country due to incorrect travel documentation and/or for any additional costs incurred due to negligence.

Please note: If parents are travelling to Southern Africa with a minor child/en an unabridged birth certificate is required. If only one parent is travelling with a minor child/en, the client will need to provide a letter of consent from the other parent stating that the minor(s) is/are allowed to travel with you.

Some African countries do require certain inoculation and/or immunization documents and medication. Please familiarize yourself with the requirements in advance and take the necessary action before traveling. It is the client's responsibility to be familiar with all diseases when travelling to and through Southern Africa, and to be medically fit and healthy for their travel(s).

Travel Insurance:

Camping Africa advises the client to purchase or obtain a comprehensive travel, medical and cancellation insurance which must be confirmed at the time of the booking and it should be for the complete duration of the tour.

If the client fails to obtain the comprehensive travel insurance, he/she will be held responsible of any costs arising from possible cancellation, change in travel arrangements including any emergency medical procedure.

Should the client wish to terminate the tour for any other reason including injury or illness, he/she must make his / her own arrangements from the point of termination at his/her own costs.

Acceptance of Risk and Waiver of Liability:

Please note that all our Camping Africa offered tours involve an element of personal risk and may be adventurous in nature. Camping Africa cannot be held responsible for any claims arising from injuries, death, loss or damages suffered by the client, from the client or family members or heirs of the client or anyone else on behalf of the client for any reason whatsoever relating directly or indirectly from the tour.

We also advise client to be cautious when purchasing any goods during your tour. The client cannot make any claims about the quality and source of any goods which may be available and offered for purchase.

Copyright and Modification to the T's & C's:

Camping Africa's website structure, organization and content are protected by the copyright laws of the Republic of South Africa and by the international treaty provisions. The Website nor any of its contents can be used for commercial purposes without the express written consent of Camping Africa.

Camping Africa reserves the right to amend this Agreement from time to time. Please note this Agreement becomes effective upon your use of the Website and can only be terminated by an email notice of such termination. Should the client be in breach of the Agreement, Camping Africa reserves the right without prejudice to any other rights, to terminate the use of this Site immediately.

Privacy:

Camping Africa will use the client information only to communicate and to send Special Offers or News on upcoming Tours.

After completing the Booking/Enquiry Form the client gives Camping Africa consents to collect the following information:

- Full Names & Surname of all clients travelling
- Residential & Postal address
- Telephone & Cellphone Numbers
- Email Address
- Information about pre-medical conditions

By client using this Website he/she additionally consents Camping Africa to send information as follows:

- Emailing non-commercial messages from time to time
 - To use information for non-personal statistics
 - Retains the copyright in the databases
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