

## **TERMS AND CONDITIONS**

Please read the following booking conditions carefully, as they set out the terms and conditions of the contract between you (the "Client") and the tourism product supplier, Sabie Game Park, Mozambique.

Please note that Sabie Game Park also acts as a booking agent for the other tourism suppliers where we organise, book and advertise additional off-site services. Bookings for these services will form a direct contract between you and the relevant supplier and you will be subject to their standard terms and conditions.

### **Booking/Reservations**

A 40% deposit of the total camp reservation/eco-venture cost, must be made within 7 (seven) days of booking to confirm a reservation. If the booking is arranged less than 2 (two) months in advance, full payment will be required immediately to confirm the reservation.

If air tickets and charters are arranged on behalf of the client they will be invoiced separately, for immediate payment and will be payable in this instance in addition to the 40% deposit.

Payment in full must be made at least 60 (sixty) days prior to the client's arrival date, or immediately, if the camp reservation/eco-venture is booked less than 60 (sixty) days from arrival date. You shall be advised at the time of booking what payment is required. Please note, failure to meet the required booking deadline dates may result in the automatic cancellation of your booking.

We will endeavour to assist and change any bookings where possible however you will be liable for any costs and administration fees involved. After departure it is understood that extra expenses incurred as a result of any change will be for the client's account, and any unused service will not be refunded.

### **Rate Changes**

It is never our intention to change any rates without any prior warning but all rates are subject to change without notice. Associated costs can be influenced by fluctuating currency exchange rates and surcharges may be imposed to cover increases associated with these exchange fluctuations. These surcharges may include fuel, taxes, security and transport charges.

All costs will only be guaranteed once full payments have been received. Likewise should a group booking deviate from the original booking numbers, we reserve the right to adjust these prices accordingly. Refusal to accept and pay the surcharge may result in the cancellation of the booking and forfeiture of all payments made.

Rates are quoted in both US Dollars and South African Rand (ZAR) in an attempt to protect our SADC guests from exchange rate volatility.

## **Payments**

When making a direct payment, we will require a signed validated Credit Card Form and the various details required by the bank. We only accept payment by Visa and MasterCard. Should the rate be a special or discounted rate, there may be a 5% surcharge fee. All costs associated with funds transfer by the client shall be for the clients account.

No bank cheques will be accepted unless prior arrangements has been made. Cash or EFT transfers may be deposited directly into our bank account. Until these payments reflect in our account, these reservations will not be confirmed even if we have received an EFT transmission report or cash deposit slip as proof of payment.

## **Cancellation Policy**

All cancellations must be made in writing. The following cancellation conditions will apply:

- Cancellations made more than 60 days prior to arrival will be refunded, less 10% of the total cost.
- Cancellations made more than 30 days prior to arrival will be refunded, less 25% of the total cost.
- Cancellations made less than 30 days prior to arrival will be refunded, less 50% of the total cost.
- Cancellations made less than 7 days prior to arrival will not be refunded, the total (100%) package tour will be forfeited.

## **Children**

Children over the age of 8 years are welcome. Children below 12 years of age are required to share a tent with an adult and will pay 50% of the adult rate. When booking sole use of a camp, the minimum age restriction does not apply, however there are no formal child care facilities in the camps or any family suites. The camps are not fenced off from the wilderness area and caution is advised when staying in camp with young children. Children must be under the care of their parents/guardians at all times. Children under the age of 16 are not permitted to participate in game walks and walking safaris.

## **Insurance and Passport Requirements**

It is a condition with Sabie Game Park, that all of our clients take out comprehensive travel insurance at time of booking for cover against cancellation and curtailment, delay, medical expenses, personal accident, emergency evacuation, and loss of money and baggage. Upon confirmation of a booking you will be subject to our booking terms and conditions. We cannot be held liable for any losses or damages incurred. Should you require assistance with the above please contact us in good time. Various credit card companies offer limited levels of travel insurance which is not considered sufficient cover in the event of an insurance claim.

If you are travelling to, from or through South Africa please read the Travelling with Children information document.

**Visas**

Visas are only issued at the border for purposes of tourism. If a person is travelling from a country which has a Mozambican consulate which issues visas then a tourism visa can be applied for before date of travel, or the Visa can be obtained on arrival at certain border entry points. Citizens travelling from SADC (Botswana, Malawi, Mauritius, Swaziland, South Africa, Tanzania, Zambia, and Zimbabwe) countries do not require visas.

Any changes in these regulations are beyond our control and Sabie Game Park cannot be held liable for any amendments made to visa legislation and application conditions. Should you require confirmation letters for any of your bookings for visa application submission, we will gladly assist you in providing the necessary documentation.

**Documents**

The onus is on the client to check for any inaccuracies in all documentation (vouchers, itineraries, etc.) once received. These documents will be made available once the full package price has been received. This will include the required completion of a booking form and a signed indemnity form. Sabie Game Park will not be held liable for any delay and/or loss occasioned as a result of any inaccuracies on any travel documents once you are in receipt thereof and departed on your journey.

**Air Tickets/Charters**

If air tickets and charters are arranged on behalf of the client they will be invoiced separately, for immediate payment and will be payable in this instance, in addition to the 40% deposit. Any requested refunds will be determined by the airline or charter company booking conditions.

**Health**

You will be travelling in a Malaria area and it remains the client's responsibility to seek and follow qualified medical advice before travelling. Ensure that all malaria prophylactics and any other vaccinations and inoculations required at the time of travel are all in order.

Please note you will be visiting a remote area of the country with no medical facilities in the immediate vicinity.

**Force Majeure**

We regret we cannot be held liable or pay any compensation where services or contractual obligations are prevented or affected, or you otherwise suffer any damage or loss, as a result of "force majeure".

In these Booking Conditions, "force majeure" means any event which we could not, even with all due care, foresee or avoid. Such events may include adverse weather conditions, fire, industrial dispute, riot, civil strife, terrorist activity or actual threatened terrorist activity, war or threat of war, natural or nuclear disaster, and all similar events outside our control.

### **Unscheduled Extensions/Change of Travel Arrangements**

In the unlikely event of there being an unscheduled extension to your stay/travel arrangements caused by flight delays, bad weather, strikes, or any other cause which is beyond our control it is understood that the expenses relating to these unscheduled extensions, will be for the guest's account.

Every effort will be made by Sabie Game Park to adhere to confirmed itineraries; however, we reserve the right to make changes to your travel arrangements when it becomes necessary to do so.

### **Responsibility**

Should there be any major changes in any itinerary or bookings, the client will be informed. It is the responsibility of the client to check all programme details carefully and notify Sabie Game Park whenever clarification is required. We cannot accept no liability or responsibility for any loss, damage, injury, delay or inconvenience whatsoever to any traveller, to his/her luggage or other personal property sustained or suffered in or during passage, journey, eco-venture or stay in respect of any accommodation, or carrying out of any arrangements booked by or through Sabie Game Park.

Sabie Game Park may act as an agent/broker in packaging the eco-ventures and other holiday (vacation) reservations and travel arrangements for its clients, utilising the products of various travel suppliers.

While Sabie Game Park makes every effort:

- To engage quality suppliers among the airlines, hotels, tour operators and other service providers to provide the travel products offered and;
- to ensure that the various services making up your travel itinerary and stay, will be carried out efficiently and as specified, it does not have direct control over the provision of services by suppliers and shall not be liable for any loss, damage, injury, additional cost, accident, delay, irregularity that may be occasioned by any error or default, act or omission of any supplier in carrying out the arrangements of any eco-venture, or otherwise in connection therewith.

### **General**

**Credit Cards:** Although most major credit cards are accepted, the most universally accepted while travelling in Mozambique are Visa and MasterCard. However, due to the remote operating conditions only cash may be accepted at some of the venues marketed by us. Sabie Game Park does have Visa, MasterCard and AMEX card facilities

**Money:** Only the following currencies are accepted: Meticais, Rand and US Dollar.

**Taxes:** Value Added Tax of 17% is included in all services unless specified. Airline departure taxes may need to be paid locally. The relevant information can be obtained when reconfirming your airline ticket.

**Special Requests:** Ensure that all special and dietary requests are made in advance.

**Medical Issues:** Please declare any medical issues when confirming your reservation. If we feel that we cannot properly accommodate your particular needs, we reserve the right to decline the reservation and we also reserve the right to cancel a reservation should we become aware of any such medical problem or disability which has not been disclosed.

**Baggage:** For safety, and because space is restricted, baggage (soft bags only) on charter aircraft is restricted to 10 – 12.5kg per passenger. This includes camera equipment and carry-on baggage. Arrangements can be made to transport/store excess baggage on behalf of the client at an additional cost.

### **Agreement**

Confirmation by the client of the Sabie Game Park Reservation/Itinerary/Quotation assumes full agreement of these terms and conditions. The person requesting such quotations or estimates or making such booking or to whom any service is rendered, is deemed to have read and accepted the Conditions and to have the authority to do so on behalf of the person in whose name the estimate or quotation or reservation is requested and/or provided and/or the person to whom the services are rendered (collectively referred to as “the Client”)

### **Legal Jurisdiction**

Sabie Game Park shall be entitled, at its option to institute any legal proceedings arising out of or in connection with this contract in any Mozambican Magistrate’s Court having jurisdiction in terms of Section 29 of the Magistrate’s Court Act No 32/1944 as amended, notwithstanding that the amount in issue may exceed the limits of such jurisdiction.

### **Liabilities**

Sabie Game Park will maintain the utmost possible precaution to ensure the client’s safety. However, Sabie Game Park, its successors, its executors, its dependents, its staff and all associate companies, organisations, or persons acting for or on its behalf against any loss, injury and damage, whether caused directly or indirectly by delays, illness, injury, death, loss or damage of property or any other incident, including act of war, terror or riots, whether occurred as a result of negligence or not, or any expenses arising therefrom, which may be suffered with Sabie Game Park.

## **COMPANY DETAILS**

### **MOZAMBIQUE PHYSICAL ADDRESS**

Sabie Game Park Mozambique Lda  
District Moamba  
Province Maputo  
Mozambique

### **SOUTH AFRICAN POSTAL ADDRESS**

PO Box 11471  
Bendor Park  
0713  
Limpopo, South Africa

### **OFFICE/RESERVATIONS**

**E-mail:** reservations@sabieparkmoz.com  
**Cell:** +27 (0)64 687-6596  
**Cell:** +27 (0)83 604-0723  
**Fax:** +27 (0)86 575-7605

### **EMERGENCY NUMBERS**

**Cell:** +27 (0)83 604-0723  
**Cell:** +27 (0)83 227-9709