The non-issuance of an invoice or the non-payment and/or charges will normally be refunded by the insurance company. Falls within the terms of the insurance cover, cancellation (less those amounts forfeited under airline regulations) is at the sole discretion of the client. Insurance policies rarely cover for loss of cash. We must include emergency evacuation cover. It is advisable. It is a condition of booking that you are adequately covered in the event the company does not receive a letter of credit from the company's bank. Pledges or guarantees must be submitted by the company to ascertain if there are any alterations to the tour you have booked. Booking Procedure/Security Deposit The receipt of a security deposit will be taken as an understanding by the company that the participant has read, understood and agrees to abide by the conditions set out in this brochure. To make a reservation please forward a non-refundable security deposit of 20% of the total tour cost. Full payment is due 60 days prior to travel. Final Payment Final Payment is due 60 days prior to departure or for more than one tour. If payment has not been received by the due date, we reserve the right to treat the booking as a cancellation. Special Security Deposit Requirements Meets to tour operators’ booking conditions. These are: Case of a refund will attract GST. Goods & Services Tax (GST) The Australian Goods & Services Tax (GST) does not apply to international travel. GST does not apply to administration charges such as amendment fees, hotel and landing fees in those countries are made prior to travel. Amendment fees charged after travel, for example, in the case of a refund will attract GST. Insurance It is a condition of booking that you are adequately insured for the full duration of your tour. Your policy must include emergency evacuation cover. It is advisable to include a medical and credit card cover. Insurance policies rarely cover for loss of cash. We strongly recommend that insurance be purchased at the time you pay your security deposit. As our cancellation conditions will be strictly enforced. The choice of insurer is at the sole discretion of the client. Cancellations and Refunds* If it is necessary to cancel your holiday, you should notify us in writing and this will take effect the day it is received by us. All monies will be forfeited as follows. Number of days before departure: 61 days or more Loss of Deposit 60 - 46 days 10% 45 - 31 days 50% of fare* 30 days or less 30% of fare* *Some tour operators charge higher cancellation fees for some tours. This information will be provided with our quote letters and confirmation accounts. Except those amounts that can be refunded, such as meals (less those amounts forfeited under airline regulations) and drinks will be charged at the standard rates and this will take effect the day it is received by us. All monies will be forfeited as follows. Number of days before departure: 61 days or more Loss of Deposit 60 - 46 days 10% 45 - 31 days 30% 30 days or less 65% of fare* 30 days or less No refund* Pre-departure Information On receipt of your security deposit, a copy of our Pre-departure Information Sheet will be forwarded to you. Some of the more important details are shown below. Passport You should be in possession of a passport valid for at least 6 months beyond your intended stay overseas. Visa requirements Australian Nationals currently require visas for: Zimbabwe, Tanzania, Uganda, Rwanda, Madagascar, Mozambique, Zambia, Ethiopia, Kenya, Jordan and Egypt. Other nationalities should check with us for their visa requirements. Foreign nationals require a re-entry visa for Australia, which should be obtained before departure. The company will not be held responsible for passengers travelling without the correct travel documents. Vaccinations & Health For further a specific list of vaccination avoidance for Yellow Fever is required. Most other African countries require proof of vaccination if arriving from or transiting through countries with risk of Yellow Fever transmission. Anti-malarial prophylaxis is highly recommended for all African countries. Please check with your doctor for advice on other vaccination procedures such as hepatitis A, typhoid, polio & meningitis. It is the client’s responsibility to ensure he/she has the appropriate vaccinations and documentation. Consular Advice The Australian Department of Foreign Affairs issue travel advice on many countries. These are available by calling 1300 555 135 or by visiting their website: www.smarttraveller.gov.au Age Limits Some of our tours have strict age limits, depending on the type of tour selected. Children are not accepted at some lodges, and children under 15 years of age are not allowed to visit the gorillas or participate on some camping and canoeing tours. Some tour operators will not accept adults older than 65 years of age and may require a medical report. Travelling with Children South Africa, Botswana and Namibia immigration laws require that all parents travelling with children below the age of 18 years provide an unabridged birth certificate. This document must include details of both the child’s father and mother. RESPONSIBILITY African Wildlife Safaris and Natural Focus are trading names of African Wildlife Safaris Pty Ltd (“the company”). This expression includes its employees, subsidiaries and agents accepts bookings subject to the following conditions: 1. A booking is accepted only after the receipt of the required security deposit and after the company issues a written confirmation advice. 2. Final balance is due 60 days prior to departure, otherwise the company may treat the booking as being cancelled by the client. 3. The company is not itself a carrier or hotelier nor does it own aircraft, hotels or vehicles. The company exercises every care in the selection of carriers, hotels, tour operators and the suppliers. The information in this brochure (all of which carries, hotels, tour operators and other suppliers are called “the other suppliers”). 4. All bookings with the company are subject to the terms and conditions and limitations of liability imposed by the other suppliers some of whom limit or exclude liability in respect of death, personal injury, delay and loss of or damage to baggage and may require the participant to complete a release of indemnity form prior to commencing the arrangements. 5. All tickets, vouchers and documents are issued subject to the terms and conditions under which the other suppliers provide their services and the company is not responsible for carrier caused delays. The terms of your contract are those terms and conditions under which the other suppliers provide their services. 6. The company is not liable in any way for the acts, omissions or default whether negligent or otherwise of the other suppliers pursuant to a contract between the other suppliers and you (which may be evidenced by a ticket, voucher or other document) because the company has no control over the other suppliers. 7. The participant is aware that the areas of travel may be politically unstable and that some of our tours may take place in remote or inaccessible areas, and that wild and potentially dangerous animals move freely in the areas where the tours are conducted. 8. The participant further acknowledges that where the tour is conducted in an area without proper medical services the company and its servants and agents are expressly authorised to procure all necessary for the provision of medical services and all associated costs are to be paid for by the participant. 9. Should the company or its other suppliers deem it desirable for political, climatic, overbooking of hotels/lodges or other reasons to amend or vary any itinerary it may do so by shortening varying or completely re-routing the trip in which case no objection or claim for compensation shall be made by the participant. The company advises that it is compulsory to take out insurance against the above mentioned risks for your protection. 10. These terms and conditions are incapable of alteration or waiver by any servants of the company or of any person providing services on the tour.