



**JUMBARI**  
*Family Safaris*

## Jumbari Family Safaris Standard Payment Terms & Conditions and Cancellation Policy

These terms and conditions are applicable to bookings made directly with Jumbari Family Safaris and also apply to contact made and quotes generated through offline, online and affiliate channels.

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### Section One

#### Deposit + payments

- 30% of the confirmed total booking value for all services other than airline reservations is payable in the form of a non-refundable deposit on the date of confirmation.
- 100% of the confirmed total booking value of all airline reservations is payable on the date of confirmation.
- The balance of the confirmed total booking value for all services other than airline reservations is payable 70 days prior to the date of arrival.
- 100% of the confirmed total booking value payable at the time of confirmation for all bookings made less than 70 days prior to the date of arrival.

*\* Greater deposits may be required in instances of specialist product and / or peak season travel.*

#### Cancellation fees

The following cancellation fees will be payable if the booking is cancelled:

- 30% of the confirmed total booking value if the booking is cancelled more than 71 days prior to the date of arrival.
- 100% of the confirmed total booking value if the booking is cancelled 70 – 0 days prior to the date of arrival or in the case of a no show.

*\* Cancellation fees may differ due to specialist product and / or peak season travel. Airline reservations are 100% non-refundable.*



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Deposit + payments Cancellation fees Payment methods Quotes + costs Travel insurance

## Payment methods

Jumbari Family Safaris accepts two payment methods:

- Wire transfer to one of our denominated accounts (ZAR, USD or EUR)
- Credit card payment via a secure payment link.

*\* Jumbari Family Safaris accepts all major credit cards (Visa, Mastercard, American Express etc.). Please note we do not currently accept Diners Club.*

## Quotes + costs

Quotations are based on anticipated costs and are subject to amendment, should these anticipated costs increase due to circumstances beyond the control of Jumbari Family Safaris. Quoted prices are typically per person sharing, double occupancy except where indicated. Prices include planning, handling and operational charges and are based on current rates of exchange, tariffs and taxes in effect at the time of publication. Jumbari Family Safaris reserves the right to increase prices to cover increased costs, tariffs, taxes and V.A.T. received after prices are published and to reflect fluctuations in foreign exchange markets. Jumbari Family Safaris is under no obligation to give a breakdown in costs of any journey. Modification of group experiences to accommodate a smaller group size will not affect the published program price.

## Travel insurance

We strongly recommend you take out suitable travel insurance to cover medical expenses, personal accident and loss or damage to personal property or luggage. We recommend One Earth Travel Insurance. Speak to your consultant for more information.



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## Section Two

### Included services

The following is intended to be indicative only. Jumbari Family Safaris accepts no liability for any mistakes or errors in the calculation of the advertised price which is based on the anticipated costs of the particular experience. A Jumbari Family Safaris sample itinerary on the website will typically include the following services in the advertised price:

- All internal (domestic) flights and accommodations as noted in the basic itinerary; all meals as specified; arrival and departure transfers; Meet & Greet on international arrival; sightseeing, park and entrance fees; local bottled water during sightseeing; selected beverages with group meals; local taxes.

### Excluded services

International and internal airfares unless otherwise specified in the basic itinerary; costs associated with obtaining passports or entry visas; airport departure taxes, unless otherwise specified; excess baggage charges; gratuities; meals other than as specified in the basic itinerary; beverages other than noted in your final confirmed itinerary; sightseeing not included in the final confirmed itinerary; and personal expenses such as laundry, communication charges unless otherwise specified in your final confirmed itinerary; and optional activities (which are subject to availability).

### Unforeseen circumstances

Accommodations, including vessels and trains, and arranged sightseeing are subject to change at any time due to unforeseen circumstances or circumstances beyond Jumbari Family Safaris' control.

### Special requests

Special requests such as adjacent or connecting rooms, bedding requests, smoking rooms and special dietary needs should be advised at time of booking. Please note that while every effort will be made to secure a special request, it cannot be guaranteed in advance of travel.



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## Active elements

Some active elements have been incorporated into select experiences. To enjoy those experiences as intended, a minimum level of fitness is required. Jumbari Africa Travel will require notice if any participant has any physical or other condition or disability that could create a hazard to him or herself or to other members of the group. Jumbari Family Safaris reserves the right to decline acceptance of anyone whom it considers unsuitable due to fitness level. Should you have any questions or need any clarification about a specific program, please ask your consultant for details at the time of booking.

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## Section Three

### Passports + visas

Valid passports are required for all international destinations. Please note that guests are responsible for obtaining the required documentation applicable for entry. Passports must be valid for six (6) months after the return of your journey and should also have sufficient blank pages for visas and immigration stamps. For travel to South Africa, guests must have a minimum of two blank pages in their passport for visas and immigration stamps. Jumbari Family Safaris cannot be held responsible should you be denied entry to a country due to non-compliance with these requirements.

A copy of your valid passport must be submitted to Jumbari Family Safaris in order to confirm air reservations made through Jumbari Family Safaris.

### Air transportation

International airfares are not typically included in experience pricing. Jumbari Family Safaris has special agreements with flight specialists and can offer quotations from any gateway. Please ask your consultant for details. All international and internal air quotes are subject to change and can carry penalties and surcharges until final payment has been received by Jumbari Family Safaris. Flight confirmation is based on availability. Please note that certain airfares are subject to a service fee.

Airlines concerned are not to be held responsible for any act, omission or event during the time passengers are not on board their planes or conveyances. These experiences may use the services of any IATA carrier.



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International air carriers are subject to international air conventions limiting their liability. The limitations of liability are contained on the reverse side of the airline ticket or e-ticket receipt, or on the carrier's website, and form part of the terms and conditions of this package. The passage contract in use by these companies, when issued, shall constitute the sole contract between the companies and the purchaser of these travel programs and/or passage.

## Air transportation Limits on liability Travel advisories Arbitration agreement

### Limits on liability

Jumbari (Pty) Ltd (trading as Jumbari Family Safaris), its employees, shareholders, officers, directors, successors, agents and assigns (collectively "JFS"), does not own or operate any entity which is to or does provide goods or services for your experience. It purchases transportation (by aircraft, coach, train, vessel or otherwise), hotel and other lodging accommodations, restaurant, ground handling and other services from various independent suppliers. All such persons and entities are independent contractors. As a result, JFS is not liable for any negligent or willful act of any such person or entity or of any third person. In addition and without limitation, JFS is not responsible for any injury, financial or physical loss, death, inconvenience, delay or damage to personal property in connection with the provision of any goods or services whether resulting from but not limited to acts of God or force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of aircraft or other means of transportation or for failure of any transportation mechanism to arrive or depart on time.

There are many inherent risks in adventure travel of the type involved here, which can lead to illness, injury, or even death. These risks are increased by the fact that these experiences take place in remote locations, far from medical facilities. Passenger assumes all such risks associated with participating in these experiences.

### Travel advisories

It is the responsibility of the traveler to become informed about the most current travel advisories and warnings by referring to the U. S. State Department's travel website at [travel.state.gov](http://travel.state.gov) or by phone at 888 407 4747.

In the event of an active State Department Travel Warning against travel to the specific destination location(s) of the experience, should the traveller still choose to travel, notwithstanding any travel advisory or warning, the traveller assumes all risk of personal injury, death or property damage that may arise out of the events like those advised or warned against.



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## Arbitration agreement

Any controversy or claim arising out of or relating to these Terms and Conditions, to the Limits on Jumbari Family Safaris' Responsibility clause, to the website, to any information relating in any way to the experiences advertised, to the experience itself, or to any products or services related to the experience, shall be settled solely and exclusively by binding arbitration in Cape Town, South Africa in accordance with the rules of the Arbitration Foundation of Southern Africa, except that

- (a) in lieu of a personal appearance at arbitration, the arbitration may be conducted by telephonic means,
  - (b) arbitration is the exclusive forum for dispute resolution (no court actions), and
  - (c) except as otherwise provided by common law or statute, each party shall bear its own costs and expenses and an equal share of the arbitrator and administrative fees.
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## Section Four

### Travelers' representation

The traveller represents that neither he nor she nor anyone travelling with him or her has any physical or other condition or disability that could create a hazard to himself or herself or other members of the tour. Jumbari Family Safaris reserves the right to decline to accept anyone on a experience, and to remove from the experience, at his or her sole expense, anyone whose condition is such that he or she could create a hazard to himself or others, or otherwise impact the enjoyment of other passengers on the experience. Any payment to Jumbari Family Safaris constitutes your acceptance of the terms and conditions set out herein and in more specific pre-departure passenger documentation, including the personal information form.

### Accommodation key

The key set out below is intended only as a guide to the broad basis of the various properties we feature on our website. Your consultant will inform you of the exact details of the includes/excludes in the nightly rate as part of their proposal:



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BB = Bed & Breakfast – breakfast is included in the price.

BBD = Bed, Breakfast + Dinner – breakfast and evening meal are included in the price.

FB = Full Board – breakfast, lunch and evening meals are included in the price.

FI = Fully Inclusive – all meals and certain drinks are included in the price (the exact details of which drinks are included in the price will vary between properties). Fully inclusive usually indicates that all game viewing or other activities are included in the price.