

## **OUR BOOKING CONDITIONS**

### **Language**

The language on all our safaris is English

### **Travel Insurance**

It is strongly recommended that all travellers take out comprehensive travel insurance

### **Luggage**

Due to space in our vehicles, luggage needs to be controlled.

For everyone's comfort, luggage is restricted to one medium bag and a small day bag.

Please, no huge bags or suitcases.

All lodges & hotels can usually arrange luggage storage.

### **Passports & Visas**

Passports & visa requirements are your responsibility.

### **Accommodation & departure points**

Departure points are Durban, King Shaka Airport & all accommodation including lodges, hotels, B&B's and backpackers. Pick-ups from residential addresses are considered upon request only.

Accommodation before and after safaris is your responsibility. It is not recommended to have flight arrival & departure dates on safari departure & return dates. Mzansi Safari Africa will not accept responsibility for any flights missed due to any circumstances whatsoever!

Clients arriving after departure time or at the wrong departure address will be left behind. You will then be responsible for meeting up with the safari.

### **Health**

You are responsible for any medication or treatment necessary for any pre-existing medical conditions. Any medical conditions must to be declared on your booking form.

You are also responsible for consulting a travel doctor in respect to any compulsory vaccinations and health precautions.

### **General Information**

#### **Temperatures and seasons:**

Any time of the year is a good time to visit Game reserves! Spring and Summer are our rainy seasons and the bush is lush and green. Many animals give birth at this time of year and summer-visiting migrant bird species can also be seen.

#### **Average Temperatures:**

- **Spring (September to November)**

Minimum: +/- 18 Degrees Celsius

Maximum: +/- 30 Degrees Celsius

- **Summer (December to February)**

Minimum: +/- 20 Degrees Celsius

Maximum: +/-38 Degrees Celsius

- **Autumn (March to May)**

Autumn and winter are dry and the bush is less dense, which makes game viewing easier. Animals visit the waterhole in front of the camp more often, due to the lack of abundant water in the bush.

Minimum: +/- 15 Degrees Celsius

Maximum: +/- 28 Degrees Celsius

- **Winter (June to August)**

Minimum: +/- 12 Degrees Celsius

Maximum: +/- 25 Degrees Celsius

#### **What to bring:**

- Informal and comfortable clothes
- A windbreaker or warm jacket for winter and night safaris.
- A raincoat/waterproof for summer months.
- Comfortable walking shoes
- Swimming costume
- Sun block & sunglasses
- Binoculars and a camera / video camera

#### **Malaria**

Please note that we are situated in a malaria area. We recommend that you consult your physician for the necessary precautions before travelling.

#### **Other**

Our safari vehicles seat a maximum of nine passengers, thus this is not a private safari package, please do enquire with us about our private safari rates if you wish to have a private safari.

We do allow children on our safari packages, however please note that it is at the discretion of our safari guides to allow children under the age of six years old on our open wildlife safari vehicles due to safety reasons and the consideration of all passengers on board. Please kindly note that we do not offer babysitting facilities on our Safari packages.

Private family safari drives can be arranged at an additional fee if required.

Please note that our arrival and departure times may vary due to traffic delays and weather conditions, thus for those travellers wishing to depart on a flight from King Shaka Airport to your next destination, we recommend reserving a departure flight from 19:00 onwards.

### **Prices & Cancellations**

Prices are set as per itinerary, however Mzansi Safari Africa reserves the right to change the price. In the unlikely event of a price change you will be notified immediately via e-mail.

Full safari price is due four weeks before departure. Failure to pay in full will result in cancellation. Any bookings made after four weeks must be paid in full with booking. Once full price is paid for booking made, that price will be set & cannot be changed by any party.

**Cancellations for any reason including price change will be subject to cancellation costs as follows:**

**Six weeks** – 42 days before = non-refundable deposit.

**Four weeks** -41 to 28 days =50%of safari price

**Two weeks** – 27 to 14 days = 100% of safari price

If any change is made to dates, that booking may be subject to price change due to general price increases, inflation, etc even with full payment already made

Due to African conditions and unforeseen circumstances, safaris may need to be altered with no refund to the client. However every effort will be made to accommodate everybody.

### **Your Responsibilities**

You will agree to abide by the laws of the country and instructions of the guide. You are responsible for safekeeping of personal belongings. In the event of any medical assistance, for any reason, you will be liable for the entire cost. It is understood that the nature of the safari is adventurous and that such safaris involve a certain element of personal risk.

You must indemnify Mzansi Safari Africa and its employees for any injuries, accidents, damage to property, delay or inconvenience or loss of life. You must accept full responsibility of the risks involved.

### **Important**

If Mzansi Safari Africa considers a client unsuitable for the safari, for whatever reason, we reserve the right to cancel the booking with a full monetary refund excluding the non-refundable deposit. Any complaints whilst on safari should be addressed with the guide immediately so that it can be dealt with promptly. Any other complaints you might have against Mzansi Safari Africa or its employees must be put in writing within 30 days of completion of the safari. Any legal issues will be dealt with according to the South African legal system.