



Makwela Transfrontier Safaris

Terms and Conditions

www.makwelasafaris.com

Booking Terms:

Payment Terms:

- ✓ Hotel/camps/campsites/lodges/flight/4x4 hire/4x4; or camping equipment hire/minivan hire; Reservation Bookings are confirmed upon receipt of a 25% deposit of the quoted safari/trip reservation cost. Balance payable in full 60 days prior to arrival date. Full Payment is required if less than 60 days.
- ✓ Please note that the 4x4 or equipment hire excess/deposits are to be paid together as 1 transaction/payment 5 working days in advance of collection/delivery of the vehicle/equipment & will be refunded in full if no damages occurred.
- ✓ Once the deposit has been paid, cleared & proof of payment has been received & the final quote signed; MTS will then go ahead with the availability requests with the establishments/destinations/flight carrier
- ✓ Due to fuel & airport taxes the flight costs might change without prior notice.
- ✓ Although the quote is in ZAR/Pounds/Euros/USD\$; MTS reserves the right to alter any currency fluctuations at the time of making the confirmed bookings.

Cancellation Policy:

- ✓ **Due to the fact that this safari has various destinations/establishments/flight carriers with their own cancellation policies the below policy is to be used as a guideline. If you wish to obtain all the various cancellation policies of each destination/establishment/flight carriers I can send the information to you.**
- ✓ Thus the below cancelation policy is a combined policy(Including 4x4 vehicle/minivan/all trailers/equipment hire) to cover all possible scenarios:

- ✓ **Cancellation will only be accepted by MTS in writing by the quest/client.**

More than 120 days prior to safari commence, the deposit is returned less of bank charges

120 days to 60 days - 25% deposit forfeited

59 days to 40 days - 80% forfeited

Less than 39 days (and no shows) - 100% forfeited

- ✓ If you are a **no-show**, or if you cancel your trip/safari after the departure date, or if you leave a trip/safari already in progress, you will not receive any refund for any unused portion of your trip/safari. No refund for any unused services.



Vehicle permits discs & insurance as standard:

- Passenger liability disc permit & insurance cover up to R 20 million
- Public liability insurance cover up to R 20 million
- The above insurance is only for injury/death whilst the passenger is in (Stationary) or traveling (Mobile) in the hired 4x4/minivan
- 24 hour roadside assistance **24 hour number + 27 (0) 83 298 1675**

Travel Insurance:

- It is a condition of booking one of our safaris/trips/4x4/minivan hire that the guest/client is adequately insured for the full duration of the safari/trip/4x4/minivan use in respect of illness, injury, death, loss of baggage and personal items or cancellation. The choice of insurer is the sole discretion of the guest/client.

Medical:

- Travelling to any Southern African country has a risk of Malaria from the small female anopheles mosquito, thus malaria prophylaxis will most probably be needed.
- Especially in the summer rainfall periods but mosquitoes also occur during the dry winter months around stagnant water areas.
- Please consult your Travel Specialist Doctor for the right recommended prophylaxis & any other possible medical precautions.
- The 4x4 has a small 1st Aid kit but is not a medicine case thus travel or personal medicine should be obtained by the guest/client

Passports and Visas:

- The guest/client is required to ensure that his/her passport has at least 6 blank pages and travel documentation is in order and that you have obtained the necessary visa for your entry into South Africa before your departure from your own country. Visas for Swaziland/Lesotho/Botswana/Zimbabwe/Mozambique & Namibia can be obtained at the various border posts/points of entry. Visa fees for these countries fluctuate meaning no costs can be given.
- Visas for the above mentioned countries can be paid in cash with ZAR/USD\$ where applicable.



Cross border permits:

- Cross border permits, including Vehicle Registration papers & Vehicle Insurance papers will be supplied by MTS to the guide/guest/client whichever is applicable?
- **Please note:** Temporary Import Permits(TIP's) for the vehicles/trailers/off-road trailers AND Game reserve/Nature reserve/National Park/Conservation entry fees per person per day & vehicle entry fees per vehicle per day are for the guests'/clients' own account unless included as specified on the quote/invoice/booking form.

Travel currency:

- USD\$ are widely accepted but it is recommended to have ZAR which can be obtained at the various towns/cities at any ATM/Bank/Bureau de Change. Note that change will always be giving in the country's own currency.
- Travellers' cheques are also accepted in major cities but again we will recommend to have USD\$/ZAR cash or to draw cash(ZAR)
- VISA debit/electron/credit cards are more widely accepted than MASTER CARD/DINERS CLUB debit/electron/credit cards.
- VISA cards can be used for payment at all card machines for any purchase.

Amendments to Confirmed Arrangements/Itinerary/Accommodations:

- MTS offers its guests/clients customised packages of land and /or air services using various suppliers. The price of your travel/safari arrangements is subject to the possibility of changes and surcharges beyond our control and may occur in connection with governmental action, currency exchange rate fluctuation and increases in suppliers' prices.
- While MTS will use its best endeavours to provide all safari/trip bookings as confirmed, reasonable changes in the itinerary may be made if deemed necessary due to unforeseen reasons such as accommodation flooding/fire or advisable by MTS.

Responsibility:

- In the case of Africa, MTS acts only as a co-ordinator for all guests/clients with respect to services provided by underlying operators, including hotels, lodges, camps, campsites, air carriers, restaurants, road transport providers, professional guides, air charter services, boating, mokoro rides, rafting, kayaking, fishing, bush/nature walking, other adventure sports, horse rides, hot air ballooning, scenic fixed wing flights, bungee jumping, trekking and climbing activities.



- All bookings with MTS are therefore subject to the limitations of liability imposed by the underlying operators involved in the safari/trip.

Disclaimer:

- ✓ The company (MTS) and its underlying operators/service providers act only as agents of the guest/client in all matters relating to safaris, excursions, transport and hotel/accommodation and shall not be held liable for any illness, injury or death of the guest/client or any person named on the safari/4x4-hire quote/invoice/booking form.
- ✓ The company (MTS) will not be held responsible for any delays, cancellations, or non- acceptance of reservations. While we do our best to ensure that each safari itinerary is properly arranged, we have no direct control over services provided by sub-contractors.
- ✓ The company (MTS) reserves the right to employ sub-contractors to carry out all or part of the services agreed upon, as well as change the guest's/client's itinerary should ground conditions such as weather, necessitate.
- ✓ The laws of the country in which the safari/trip or 4x4 vehicles/trailers are used/driven in takes place, and no other country, govern the company's (MTS) liability to passengers carried in its own/hired vehicle.
- ✓ While the company (MTS) provides all the services to the best of its ability for your comfort and safety, it will be noted that all safaris are taken at the risk of the guest/client.