

## GENERAL BOOKING CONDITIONS

### Trading Names

Natural Focus is a trading name of African Wildlife Safaris Pty Ltd (the company).

### Before you book

The information presented in this brochure was correct to the best of our knowledge at the time of publication. However, changes beyond our control may have occurred since then with respect to prices, itineraries, duration of holidays, standard of services, tour content, fares and airline schedules. Please check with your travel agent or the company to ascertain if there are any alterations to the tour you select before you book.

### Booking Procedure/Security Deposit

The receipt of a security deposit will be taken as an understanding by the company that the participant has read, understands 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 together with a completed Reservation Form (available from [www.naturalfocussafaris.com.au](http://www.naturalfocussafaris.com.au)). Clients on Antarctic tours will also be required to sign a Cruise Contract.

### Special Security Deposit Requirements

Some of the tour operators used in this brochure require higher deposits of between 25-50% of the tour cost. At the time of quotation and booking we will advise any special deposit requirements.

### Final Payment

Final Payment is due 120 days prior to departure for Antarctica, 90-70 days for some South America cruises and 60 days for South America tours. If payment has not been received by the due date we reserve the right to treat the booking as a cancellation.

### Client Names - Exactly as per Passport

For security reasons, airlines and the majority of our tour operators require your name exactly as it appears in your passport. It is your responsibility to advise these details. If you or your Travel Agent do not advise the correct information and we have to re-issue airline tickets or other documentation, then we will bill you for all costs incurred, such as airline cancellation charges and courier fees, in addition to our own administration fee.

### 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 late booking fees where these 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 insure expensive camera equipment separately. 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<sup>^</sup>

If it is necessary to cancel your holiday, you should notify us immediately 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:

##### Antarctica

|                    |                 |
|--------------------|-----------------|
| More than 120 days | Loss of deposit |
| 120 - 0 days       | No refund†      |

†If you cancel your Antarctic cruise 120 days or less prior to departure, and you have not yet paid in full, you will be required to pay the full cost of the cruise amount outstanding.

##### South America

|                   |                 |
|-------------------|-----------------|
| More than 60 days | Loss of deposit |
| 59 - 41 days      | 45% of fare*    |
| 40 - 31 days      | 65% of fare*    |
| 30 days or less   | No refund*      |

<sup>^</sup> Some tour operators charge higher cancellation fees for some tours. These will be advised with our quote letters and confirmation accounts.

\* Except those amounts that can be refunded, such as airfares (less those amounts forfeited under airline regulations and the company's loss of profit). Insurance premiums are non-refundable, but if the reason for your tour cancellation falls within the terms of the insurance cover, cancellation charges will normally be refunded by the insurance company. The non-issuance of an invoice or the non-payment and/or non-receipt of a security deposit or a major event such as a terrorist related incident, civil unrest or outbreak of a flu type epidemic etc will not exempt passengers from these cancellation and administration penalties.

Cancellation fees are designed to cover the cancellation fees charged by overseas tour operators as well as

Natural Focus' loss of profit and to cover our time and effort for work completed.

Please note that employees of our overseas tour operators are not authorised to make any undertakings on behalf of the company regarding refunds or other matters. After travel has commenced, additional costs incurred due to changes in your itinerary (eg due to airline schedule changes) must be settled directly by you and any requests for refunds must be made on your return.

### Amendments

Due to the extra administrative costs, there will be an automatic minimum charge of \$75 per amendment, in addition to any cancellation fees levied.

### Deferring Travel

Normal cancellation fees apply if you wish to postpone your departure.

### Late Bookings

Bookings made less than 30 days before departure from Australia must be accompanied by full payment. Late bookings will incur a minimum \$50 charge to cover extra administrative expenses.

### Minimum Stay

The company is a specialist tour operator and not a hotel booking service. We therefore will not normally accept reservations under 5 nights for any one booking. Exceptions may be made at our discretion and subject to a booking fee being charged.

### Brochure "From" Prices and Tour Costs

The expression "from" with respect to tour prices stated in this brochure means prices are based on a per person basis in Australian Dollars based on twin share, entry level accommodation (unless otherwise stated) and travel during the low season. This cost is indicative only, is subject to change, and based on ground costs, airfares and exchange rates as at 11/02/2019. Actual prices will vary with changes in costs and exchange rates at time of quotation. Natural Focus uses a strategy of hedging (purchasing Forward Exchange Contracts) to stabilise prices. No adjustments will be made for exchange rate variations once full payment is received by the company.

However, price may vary up to the date of departure based upon variations in airfares, park fees, departure taxes, hotel rates, government charges or other costs.

### Airline Ticket Taxes & Surcharges

We charge a service fee of 5-10% on airfare taxes and surcharges to cover our costs associated with the collection and administration of these mandatory fees. This service fee is included in the tour costs stated in this brochure.

### Included in Trip Cost

Please note that our tours generally include transportation, accommodation with private facilities, sightseeing, park fees where applicable and services of driver/guide. Where these items are not included we advise accordingly. Meals are not included unless specifically mentioned. Meals are indicated by: B = Breakfast, L = Lunch and D = Dinner.

### Not included in the Trip cost

International and domestic airfares and airport/hotel transfers unless specifically stated. Passports, visas, passenger taxes, insurance, emergency evacuation costs, extra meals not shown in the itinerary, laundry, tips, items of a personal nature including medication and excess baggage charges. Please note some hotels in Brazil might charge a city tax of USD 2-6 per room per night. This tax would be shown on your invoice upon check out but please note that it is not compulsory.

### 2019/20 Prices

Prices are shown in Australian Dollars (AUD) and are generally valid from 01/01/19 - 31/12/19 although some tours and lodges have different periods of validity and where possible these are highlighted in the brochure. 2020 prices will be available approximately November 2019.

### Airlines

LATAM, Qantas and Air New Zealand do not by virtue of their endorsement of this brochure represent themselves as either contracting with any purchaser of a holiday from the company or as having any other legal relationship with such purchaser.

## IMPORTANT INFORMATION

### Pre-departure Information

On receipt of your security deposit, a copy of our Pre-departure Information 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 do not require a visa to enter Argentina, Ecuador, Peru, Bolivia, Costa Rica, Uruguay, Guatemala, Mexico, Belize, Panama or Colombia for

stays of less than 90 days for tourism purposes. For Chile a Tourist Card \$117 USD is required, payable locally; and for Nicaragua a Tourist Card \$10 USD is required, payable locally. A visa is required to enter Brazil or Cuba and must be obtained prior to travel. 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

A Yellow Fever Vaccination is recommended for most South American countries and compulsory if arriving from an infected area. Anti-malarial prophylactics will be necessary for many South American countries. Please check with your doctor for up to date advice on any other vaccination requirements. It is the client's responsibility to ensure he/she has the appropriate vaccinations and documentation.

### Consular Advice

The Australian Department of Foreign Affairs issues travel advice for many countries. This is available by calling 1300 555 135 or by visiting their website: [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)

### Age Limits

Some of our tours have age limits, depending on the type of tour selected.

## RESPONSIBILITY

Natural Focus and African Wildlife Safaris are trading names of African Wildlife Safaris Pty Ltd ("the company") which 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, a Reservation Form and after the company issues a written confirmation account.
2. Final balance is due 120 days prior to departure for Antarctic cruises, 90-70 days prior to departure for some South America cruises and 60 days prior to departure for South America, 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 of the travel services used in this brochure (all of which carriers, 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 tours may operate in remote or inaccessible areas, and that wild and potentially dangerous animals move freely in the areas where the tours are conducted. These areas are not zoos and wildlife viewing is not guaranteed.
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 take such action as thought 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 will 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 servant agent or representative of the company or of any person providing services on the tour.