

General Terms:

- Price quoted is per person
- Min of 2 clients
- The accommodation providers we make use of are subject to availability during high or peak seasons. Should the accommodation be unavailable, we will make use of alternative accommodation, of the same quality and standard.
- A full detailed itinerary is provided on confirmation of services.
- You will be presented with a compulsory SANParks indemnity form when entering all South African National Parks and private game reserves. More information can be found on the official SANParks website: sanparks.org
- We reserve the right to utilize the services of an alternative service provider, which will be of the same standard.
- Please note that we cannot guarantee any specific animal sightings or interaction with animals as these animals are all in their natural habitat.

Health:

- See your doctor regarding vaccinations and malaria prophylaxis

Travelling with children:

Please note that children must be the appropriate age (according to accommodation stipulated)

Unless stated otherwise, children under 12 years of age qualify as child rate and 12 years of age and older as adult rate.

Families traveling with children below 8 are advised to book private safaris.

Children must always be accompanied by an adult.

Children under 8 years are only permitted on game drives on a private tour.

Payments:

Bookings will be confirmed once 50% Pre-payment (deposit) has been made.

Full payment required 15 days prior to arrival

- Payment Options:

- Option 1: Bank Transfer

Payment shall be made in ZAR (South African Rand) into our account.

Account details will be provided on request

- Option 2: VCS Online payment

Payments can be made via our Online payment gateway, details will be provided on the invoice sent.

**** PLEASE NOTE: The customer will be liable for any bank charges.**

Cancellation Policy:

Cancellations made after bookings have been confirmed are subject to the following cancellation fees:

- **30+ days prior to departure** – No charge and deposit will be refunded.
- **15-30 days prior to departure** – 50% of total booking amount will be charged.
- **0-15 days prior to departure** – 100% will be charged as cancellation fee.
- **No shows** – No refunds