



TERMS & CONDITIONS 2011

BOOKING PROCEDURES

All requests for quotes, provisional bookings, confirmed bookings, amendments and cancellations must be received in writing via e-mail or fax.

Safaris are booked subject to availability and held provisionally for 14 days.

The booking will be confirmed upon the receipt of a 20% non-refundable deposit.

This deposit must be paid at the time of the booking confirmation, on or before the provisional expiry date.

Should this not be received, we reserve the right to release the booking.

The balance of payment is due 60 days before the safari commences.

Should this not be received, we reserve the right to release the booking.

Once the reservation is fully confirmed, Uncharted Africa Safari co. requires the following information to ensure that Guests are appropriately catered for while on safari:

- **Name & Surname:** As per passport
- **Nationality:** As per passport
- **Arrival and departure details**
- **Ages:** Especially important for children and elderly
- **Rooming:** Specifications and configurations
- **Dietary requirements**
- **Allergies**
- **Medical Conditions**
- **Special requests:** Birthdays, anniversaries, honeymoons, reunions etc.

PAYMENT TERMS

All prices are quoted NETT and exclude any financial transaction charges.

Please note that you are responsible for the cost of any bank charges incurred in any of the payment processes.

All payments must be made in the currency in which the quotation was accepted, or in which the invoice is made out.

All payments should be made through Electronic or Telegraphic Bank transfer – TT. Cheque payments are not accepted.

Confirmation of payment with the SWIFT code, and the relevant Reservation Number is required by Uncharted Africa Safari co. and must be e-mailed or faxed to **Uncharted Africa Safari co.'s Payments department:** payments@unchartedafrica.com
Fax: +267 241 3458
Tel: +267 241 2277

Please ensure you send notification to our Payments Department, as without this information we will not be able to credit the account/booking and the account/booking will continue to show as unpaid in our records and on your statements, this might cause delays in confirming the booking, and you will be required to re-send the proof of payment with the necessary details. Please ensure that the relevant Reservation Number is quoted on any correspondence pertaining to a booking, or a payment to ensure that the Payments Department can allocate the money correctly.

Should a payment be made by a credit card, please note the following:

Amounts taken off the Credit Card are in Botswana Pula at the Bank's rate of exchange, rate of exchange fluctuations, are beyond our control. Depending on what currency your credit card is issued in, there can be further ate of exchange discrepancies, and we strongly suggest that if you want to avoid this, you arrange for a Bank.

BANK DETAILS

US DOLLAR DEPOSITS:

Acc Name: Exploration Services T/A Uncharted Africa Safari co. - USD (USD)
Acc No: FCA2310101156501
Detail: First National Bank of Botswana
Branch Code: 282067
Khama Crescent, Gaborone, Botswana
Swift code: FIRNBWGX715

BOTSWANA PULA DEPOSITS:

Acc Name: Exploration Services T/A Uncharted Africa Safari co. - (BWP)
Acc No: 5715 0020 313
Detail: First National Bank of Botswana
Branch Code: 281867
Blue Jacket Street, Francistown, Botswana
Swift Code: FIRNBWGX715

CANCELLATION PENALTIES

Cancellations are only effective on receipt of written notification. A cancellation fee, the scale of which, expressed as a percentage of the tour prices, will be levied as follows:

- 0 – 2 weeks prior = 100%**
- 2 – 4 weeks prior = 75%**
- 4 – 12 weeks prior = 50%**
- 12 weeks PLUS = 20%**

A 20% non-refundable deposit is required upon confirmation. Balance of payment due 6 weeks prior to travel. Provisional bookings are held for 2 weeks.

Should you fail to join a safari or join it after departure or leave it prior to its completion, no refund can be made and additional charges may be incurred for transportation to and from the camps.

CHANGES TO EXISTING BOOKINGS

After your booking has been confirmed, should you wish to change to an earlier departure date, you may do so subject to availability. Should the date you wish to change your booking to not be available, there will be no refund of payment received. Normal cancellation fees apply if you wish to postpone your departure. Please ensure that your travel insurance covers the cost of the cancellation fees should these be incurred for whatever reason.

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CHANGES TO ITINERARIES

Although every effort is made to adhere to itineraries, the Company reserves the right and in fact is obliged to occasionally change routes and camps on safaris as dictated by changing conditions. Such conditions may be brought about by seasonal rainfall on bush tracks, airfields and in game areas, by game migrations from one region to another, or airline or other booking problems, etc. If one of our Guides is unable to take a safari due to illness, etc. we reserve the right to substitute with another Guide.

REFUNDS

Whilst the Company will endeavor to ensure that all anticipated accommodation is available as planned, there shall be no claim of any nature whatsoever against the Company for a refund either in the whole or part, if any accommodation or excursion is unavailable and a reasonable alternative is not found.

No refunds are given for:

- Lost travel time or substitution of facilities.
- Itineraries amended after departure.
- Circumstances beyond Uncharted Africa Safari co.'s control, necessitating alternative arrangements being made to ensure the safety and/or full participation of your trip.
- Leaving the program after it has begun.
- Exchange rate differences.

PRICES

We will do our utmost to keep to the prices published. Should increases be forced on us by airlines, exchange rates, etc., we reserve the right to surcharge without notice, up to a maximum of 10% of the tour fare.

PASSPORT & VISAS

The onus is on the traveler or their agent to ensure that their passports are valid for travel and that they are in possession of valid visas for all countries being visited and that all necessary health certificates for these destinations are in order. Uncharted Africa Safari co., its Staff and its Agents cannot be held liable for any visas, etc. not held by the Guests, or the cost of visas.

MEDICAL

Please consult your Physician for advice with regard to medication and other requirements. Basic first aid kit is available, but if you have any specific medical requirements, it is requested that you supply these independently.

VACCINATIONS

Guests should receive appropriate medical advice prior to departure as to their fitness to travel. They should also ensure that all inoculations are up to date and that appropriate anti-malarial precautions are taken, followed and advised upon at the time of travel.

BAGGAGE

Scheduled airlines have a free allowance of 20kg per person including one piece of hand luggage. On Uncharted inter camp air charter flights the maximum allowance is also 20kg per person in soft luggage bags, this includes hand luggage. This may vary with other light aircraft charters booked with other companies.

These light aircraft cannot facilitate large or heavy luggage. A limited amount of photographic equipment is excluded from this allowance. Should Guests arrive with excess baggage without prior warning, their baggage could be delayed, as we may have to fly the baggage into camps at a later stage at considerable extra cost to you. However, should the Guests know in advance that the baggage will exceed the limit; and advise us within 6 weeks prior to travel; we can usually book an extra seat for the bags on the aircraft, at an additional cost.

Costs for fly-in packages in Botswana are based on a seat in plane (scheduled air transfers) basis unless clients specifically request a private charter. In the case of a private/full charter excess luggage is not a problem; provided it is packed in soft bags and the maximum number of seats per aircraft have not been used. We have strict weight restrictions on our scheduled air transfers as the aircraft are designed with a maximum bodyweight and luggage weight allowance and the aircraft we use have physical space restrictions. Passengers weighing more than 100kg (220lbs) must please advise us in advance as an extra seat will then have to be costed in to the package for safety purposes.

THINGS TO CONSIDER

WHEN PACKING:

- a) Our Camps provides all Guests with equipment such as flashlights and toiletries, towels, etc**
- b) A complimentary laundry service is included in the rate and dress code at the camp is bush casual.**

Year Round

- Layers – the best way to dress on Safari, due to fluctuating temperatures. We recommend cotton. Long sleeves and trousers will protect from both sun and insects. Colours should be neutral (beige, khaki, tan...).
- Fleece/warm sweater – even in summer.
- Hat – broad-brimmed for protection against the sun.
- Sunglasses – dark ones to cut the glare.
- Sunblock, insect repellent and lip salve.
- Shoes – good, sturdy closed shoes/boots and socks for walking. Flip flops/thongs for use in outdoor showers. We recommend RM Williams 'Gardener Boots', Clarks 'Desert Boots' or Timberlands.
- Head torch – handy in the evenings. We recommend Petzel.
- Binoculars – each person should have their own so as not to miss out on any sightings. We recommend Leica Ultravid 10x42 or Swarovski 10x42 WB EL.
- Camera with spare batteries, memory sticks, film, and the correct charging apparatus.
- A kikoi or light sarong has a multitude of uses.
- A good book for those lazy afternoons.

Summer

- Light, compact jacket (windcheater) for the rainy season.

Winter

- It gets very cold in the evenings and early mornings, and quite hot during the day – so layers are essential.
- Tracksuit – good to sleep in.
- Hat – woollen beanie for warmth.
- Gloves – good for cool winter evenings, quad biking and sun protection.
- Scarf

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INSURANCE

It is a booking condition, that the sole responsibility lies with the Guest to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependants and/or travelling companions for the duration of their trip to Southern Africa.

This insurance should include cover in respect of, but not limited to, the following eventualities:

- **Cancellation or curtailment of the safari**
- **Emergency evacuation expenses**
- **Medical expenses**
- **Repatriation expenses**
- **Damage/theft/loss of personal baggage, money and goods**

Uncharted Africa Safari co., including their representatives, Staff and Agents will take no responsibility for any costs, losses incurred or suffered by the Guest, or Guest's dependants or travelling companions, with regards to, but not limited to, any of the above mentioned eventualities. Guests will be charged directly by the relevant service providers for any emergency services they may require, and may find themselves in a position unable to access such services should they not be carrying the relevant insurance cover.

AIRLINE CLAUSE

The airlines concerned are not to be held liable for any act, omission or event during the time the passengers are not on board their planes or conveyance in the process of embarking/ disembarking the aircraft. The passengers' tickets in use by the airline or by other carriers concerned when issued shall constitute the sole contract between the airlines and the purchaser of these tickets and/or passengers. Please note that we subcontract the flying services to independent charter operations, and they are responsible for the flying.

DELAYS

We cannot be held liable for any delays or additional costs incurred as a result of airlines not running on schedule.

WILD ANIMALS

Please be aware that our safaris may take you into close contact with wild animals. Attacks by wild animals are rare, but no safari into the African wilderness can guarantee that this will not occur.

By confirming your booking, it is taken that you accept that all services and facilities provided to the Customer by the Company are accepted by the Customer voluntarily and the Customer acknowledges the risk involved and has full knowledge and appreciates that the services and facilities provided may expose Customers to injury, danger and loss, and consents to all said risks including but not limited to risks associated with weather, wild animals, transportation whether by airplane or motor vehicle or other conveyance, food, illness or disease, conditions of the desert or otherwise.

Please note that all our camps are unfenced.

PHOTOGRAPHY

The Company reserves the right without further notice to make use of any photograph or film taken on the safari by our photographers without payment or permission. We guarantee that no photographs of a compromising nature will be used.

CONSENT

The payment of the deposit OR any other partial payment for a reservation on a safari constitutes consent by all Guests covered by that payment to all provisions of the conditions and general information contained in this brochure whether the Guest has signed the booking form or not.

The terms, under which you agree to take these safaris, cannot be changed or amended except in writing signed by an authorized director of the Company.

This agreement is made subject to and shall be governed by and construed according to the laws of the Republic of Botswana. The company who makes your travel arrangements and the reservations office of the Company acts merely as an agent for the operating companies.

RESPONSIBILITY

Neither Uncharted Africa Safari Company, Exploration Services (PTY) LTD, Ya Rona (PTY) LTD, Birds and Game Botswana (PTY LTD) nor their respective servants, agents, employees and subcontractors (hereinafter referred to as "the Company"), acting for, through or on behalf of the Company shall be liable for any loss or damage whatsoever arising from any cause whatsoever and without restricting the generality of the afore-going shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its brochure or other literature, loss or damage caused by delays, sickness, theft, injury or death.

In addition the Company shall have the right at any time at its discretion to cancel any safari or the remainder thereof or make any alteration in route, accommodation, price or other details and, in the event of any safari being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other cause whatsoever, the extra expenses incurred as a result thereof shall be the responsibility of the passenger.

The Company may at its discretion and without liability or cost to itself at any time cancel or terminate the Guest's booking and in particular without limiting the generality of the afore-going it shall be entitled to do so in the event of the illness or the illegal or incompatible behaviour of the Guest, who shall in such circumstances not be entitled to any refund.

The person making any booking will, by the making of such booking, warrant that he or she has authority to enter into a contract on behalf of the other person included in such a booking and in the event of the failure of any or all of the other persons so included to make payment, the person making the booking shall by his/her signature thereof assume personal liability for the total price of all bookings made by him/her.

The Company cannot be held responsible for any inaccuracies or changes in printed materials that may occur.