

OUR TERMS AND CONDITIONS

GENERAL BOOKINGS

#WeKeepItSimple with 100% flexibility and 100% trust.

Reservations

- ▶ Your reservations must be received in writing via e-mail.
- ▶ Our booking team will send you a confirmation in writing.
- ▶ We will hold your booking provisionally for 14 days.

Deposits

- ▶ You receive a guaranteed confirmation on a 20% refundable deposit.
- ▶ Your full payment is required 45 days prior to arrival.

Postponements

- ▶ You will face no penalty for any postponed reservation, at anytime and for any reason.
- ▶ All your payments will be transferred to your new booking.

Cancellations

- ▶ You have a 100% money back guarantee.
- ▶ You will have no cancellation fee for any reason.

GROUP BOOKINGS

#WeveGotYouCovered

As we are small, exclusive and private lodges, and mostly have single bookings, group bookings are way more risky for us, which is

why we have standard cancellation terms in place for bookings of 3 rooms or more.

Reservations

- ▶ Your reservations must be received in writing via e-mail.
- ▶ Our booking team will send you a confirmation in writing.
- ▶ We will hold your booking provisionally for 14 days.

Deposits


- ▶ You receive a guaranteed confirmation on a 20% deposit.
- ▶ Your full payment is required 90 days prior to arrival.

Postponements

- ▶ You will face absolutely no penalty for any postponement due to a Covid related issue.
- ▶ All your payments will be transferred to your new booking.

Cancellations

- ▶ You have a 100% money back guarantee should your booking be cancelled for a verifiable Covid or pandemic reason, for example a travel ban.
- ▶ For any other reason you will have a 50% cancellation fee if you cancel between 90 and 46 days before arrival or a 80% cancellation fee if you cancel between 45 and 0 days before arrival.



OUR FREQUENTLY ASKED QUESTIONS

#WeveGotYouCovered with 100% flexibility and 100% trust.

RESERVATIONS

What does FIT mean?

FIT means fully independent traveller - this means our guests are not part of an organised group or scheduled tour. For ASC guests - this means a booking of 1 or 2 rooms.

Will you release my booking without telling me?

No. We will always remind you of your provisional booking via email and where possible we will hold your booking as long as we can. However, if our lodges are in high demand we will need urgent confirmation. On the rare occasion that we do not hear back from you - we will need to release the booking.

What does Group mean?

A group is a reservation for 3 or more rooms.

Can you hold my booking for more than 14 days?

Yes. Talk to our reservation team to discuss your needs. We understand that planning a dream holiday takes time, we will do our best to accommodate you. However, if our lodges are in high demand we will need urgent confirmation to keep your booking.

DEPOSITS

Do I have to pay a deposit?

We do need a deposit to ensure your booking is confirmed and secured.

Is my deposit really refundable?

Yes. We understand that there is a lot of anxiety about travel at the moment and we will pay you back your deposit if you decide to cancel. However, please see terms for group bookings.

POSTPONEMENTS

Can I postpone my booking?

Yes. For whatever reason comes your way - we can postpone your booking to when you can travel. Talk to our reservations team - we would rather welcome you later, than not at all!

How long can I postpone my trip for?

You can postpone your trip for up to 2 years. However, the cost of the safari might change with the change of year or season, additional costs will apply but all past payments will be transferred to your new booking.

Do I pay the same rate for my postponed booking?

It depends how long you postpone your new booking. If it falls within the same safari season, there should be no change in costs.

Can I give my trip to someone else?

Yes. You are welcome to transfer your booking into another name. You can even send it as gift to someone else and let their African dream come true.

CANCELLATIONS

What do you mean by 100% money back guarantee?

Exactly what it says. If for whatever reason you have to cancel your dream journey, we will release your booking with no charge. We hope we can transfer your trip to another time and transfer all payments to your new booking. If for any reason you cannot make the new trip, we will refund your money. We sell dreams, so we know it must be a very good reason for you to miss out on such a spectacular holiday. Our group bookings do have a cancellation fee, please see our terms.

Can I transfer my deposit or full payment to another ASC booking?

Yes. Just rebook and all your payments will automatically be put towards your new booking. If you are an agent you can transfer any deposits or payments to another booking in our system for the same lodge.

My group booking is cancelled, what charges apply?

With group bookings there is more risk to our lodges. As we are small, exclusive and private, we have standard cancellation terms in place for those bookings. However, should your group cancel because of Covid, and you are unable to postpone, we will refund all monies paid on presentation of required documents.

OTHER QUESTIONS

But my rate sheets for one of the lodges has different terms and conditions?

Do not worry, we have got you covered as all our bookings fall under our Africa Safari Collective Terms and Conditions and supersede all other terms.

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