

Terms, Conditions And Cancellation Policy.

- Humulani Tours and Safaris will refund all client's 100% of the payment received if bookings are cancelled 3 months before the travel date. Please note all payments are received in South African Rands, refunds will be subject to the amount received in South African Rands and might be slightly different due to exchange rates.
- A 30% non-refundable admin fee will be charged if a booking is cancelled less than 30 days from the departure date.
- We use third party for accommodation in which case their cancellation policy will apply and be enforced accordingly

Day tours And Safaris Cancellation Policy.

- No fee will be charged if a day tour is postponed to another date 6 months in advance at the same rate charged.
- Humulani Tours and Safaris will refund the client's 100% of the payment received if bookings are cancelled 48 Hours before the travel date. Please note all payments are received in South African Rands, refunds will be subject to the amount received in South African Rands and might be slightly different due to exchange rates.
- 100% cancellation fee applies if the client cancel the tour on the day of the activity or less that 24 hours of the said activity.
- A 20% non-refundable admin fee will be charged if a booking is cancelled less than 36 Hours from the departure date.
- All Safaris may be postponed and changed to another date 6 Months in advance with no fees added.

Terms and Conditions

Humulani Tours and Safaris. is insured for Public Liability cover amounts up to ZAR 2,000,000.00 per event.

- All rates are quoted in South African Rand
- All prices are quoted in Rack rates.
- Transfer costs and Conservation fees are not included in the rates unless otherwise indicated.
- Rates are subject to change due to 3rd Party suppliers.
- Safaris and Transfers are not private unless booked on a private basis.
- Children 11 & under sharing with 2 adults = 75% of adult rate for private tours & 50% for shared, unless otherwise indicated.
- Children under the age of 8 need to be booked under private departures (min 4

clients).

- If children are 3 years or younger, all safaris will be conducted in closed air-conditioned vehicles.
- Guests that are making use of our shuttle and flying out of O.R. Tambo International Airport on the last day are reminded not to book any flights departing earlier than 19:00 (domestic) or 20h00pm (international).
- We do not accept any liability for guests missing flights, should they be booked to fly out on the last day.
- Please note that we have a luggage restriction of 20Kg per person and a small piece of hand luggage.
- Please note shuttles from Johannesburg depart at 6:45 am from the OR Tambo Bus & Shuttle Terminal and a maximum 5 km radius from the OR Tambo International Airport.
- Please request out list of accommodation venues available in the area; all lodges include a shuttle service to and from the OR Tambo International Shuttle/Bus terminal; it is very safe and clearly marked.
- Clients will be collected from various accommodation venues between 06h00-06h45am; these times will be confirmed with you via your consultant when booking the tour.

- **General Terms:**

- Price quoted is per person
- Min of 2 clients
- The hotels mentioned in the itinerary depend on availability at the time of making the booking. Should alternatives be used, they are of the same quality and standard.
- A full itinerary is provided on confirmation of services.
- It is compulsory to sign an 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.
- Please note that we cannot guarantee any specific animal sightings or interaction with animals as these animals are all in their natural habitat and wild. This also applies to any tour where we advertise interaction with animals in conservation projects.

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) at the time of travel.
- Unless otherwise specified, children under 12 years of age qualify as child rate and

12 years of age and older as adult rate.

- If travelling with children under 8 years, this must be booked on a private basis.
- In order to qualify for children's rates (when children's rates are available), the child must be accompanied on the tour by an adult. Children under 8 years are only permitted on game drives on a private tour.

Payment Terms:

Bookings will be confirmed once 100% payment has been made.

Payment Methods:

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.

Return and Refunds policy

The provision of goods and services by Humulani Tours and Safaris is subject to availability. In cases of unavailability, go to Humulani Tours and Safaris every endeavor to rebook/reschedule the service. If that is not possible, it will be considered to refund the client as soon as possible.

Humulani Tours and Safaris is a business in the Tourism industry

Customer privacy policy

Humulani Tours and Safaris shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA).

The PAIA may be downloaded from:

http://www.polity.org.za/attachment.php?aa_id=3569

Payment options accepted

Payment may be made via Visa, MasterCard, credit cards for online bookings. Bank transfers or cash will only be accepted for direct bookings into the Humulani Tours and Safaris bank account, the details of which will be provided on request.

Responsibility

Humulani Tours and Safaris takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

Variation

Humulani Tours and Safaris may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information

This website is run by Humulani Tours and Safaris based in South Africa trading as Humulani Tours and Safaris with company registration 2011/096879/23.

Humulani Tours and Safaris

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