GENERAL TERMS AND CONDITIONS TERRAFRICA SAFARI CO.

These General Terms and Conditions apply to all agreements for safari travel and related services organised by TerrAfrica Safari Co., registered in the Netherlands with Chamber of Commerce number KvK 66789931. By booking with TerrAfrica Safari Co., the client agrees to these terms, which are governed by Dutch law.

Article 1: General Provisions
1.1 These General Terms and Conditions apply to all bookings with TerrAfrica Safari Co. (KvK 66789931) from 1 June 2024.
1.2 By booking a safari with TerrAfrica Safari Co., clients accept these terms and any additional conditions specified in their travel itinerary.
1.3 The client who makes the booking is fully liable for all terms, including payment and adherence to travel requirements for all members in their party.

Article 2: Payment and Deposits
2.1 Upon agreement, a deposit of 30% of the total safari package price is required (minimum €300 per person), including any travel insurance premiums and fees if selected. Upon receipt of the paid deposit, we will confirm your arrangements in writing to you. Upon our confirmation, your booking is considered confirmed, and subject to the governing terms and conditions.
2.2 For bookings with more than 6 guests, a 50% deposit is required to secure the reservation.
2.3 For bookings including flights, the ticket cost must be paid in full at the time of booking. Specific cases, such as cruises or special excursions, may have alternate deposit terms.
2.4 The balance is due 65 days before departure. Failure to pay on time may result in cancellation, incurring fees outlined in Article 3.
2.5 For bookings within six weeks of departure, full payment is required immediately.
2.6 Late payments incur statutory interest (6% monthly interest charge) and administrative fees. In addition, extrajudicial collection costs (15% of the amount claimed) will be charged.
2.7 Our preferred method of payment is via Electronic Funds Transfer (EFT). Payment by credit card is also possible with a surcharge of 3.5%.
2.8 All prices quoted exclude any financial transaction charges. Please note that you are responsible for the cost of any and all bank charges incurred in any of the payment processes. All payments must be made in the currency in which the quotation was accepted, or as is reflected in the invoice provided. Cheque payments are not accepted.

Article 3: Client Cancellation Policy
3.1 After the booking has been confirmed, should the client wish to cancel the services held on their behalf the following cancellation schedule applies:

- More than 61 days before arrival, 25% of the refundable deposit will be forfeited.
- Between 60 to 46 days before arrival, 50% of the reservation full value will be forfeited.
- Less than 45 days before arrival and No Shows , 100% of the reservation's full value is forfeited.

3.2 Postponements, changes, amendments and cancellations are only effective on receipt of written notification via email.
3.3 Refunds for the non-forfeited amount will be processed within 14 days of receiving the written cancellation notice, excluding banking transfer time.
3.4 Specific components with unique cancellation policies, such as accommodations or excursions, will be disclosed in advance and apply additionally.
3.5 If a trip is composed of different parts on which different cancellation provisions apply, the specific applicable provisions apply per component provisions of the supplier. Different cancellation policies may apply. At the time of booking it will be indicated whether, in deviation from the above cancellation fee scale, specific cancellation conditions apply to parts of the trip.

Article 4: Complaints Procedure
4.1 Any observed shortcomings in the arrangements must be reported immediately to the provider or local representative. If unresolved, clients should promptly contact TerrAfrica Safari Co.
4.2 Unresolved complaints must be submitted in writing within 10 days after the last trip day.
4.3 All disputes between TerrAfrica Safari Co. and the traveller are governed by Dutch law.

Article 5: Travel Documentation and Insurance
5.1 Each participant must ensure they meet travel requirements, including passport validity (at least six months), visas, vaccinations, and other necessary documentation.
5.2 TerrAfrica Safari Co. will provide guidance but is not responsible for compliance or any resulting issues from inadequate documentation.
5.3 It is a condition of travel that clients have their own comprehensive medical and travel insurance covering medical expenses, evacuation, and repatriation at the time of confirmation.

Article 6: Changes by the Client
6.1 Client can request changes to the agreement. These changes will be made as far as possible. In the event of a changed travel sum, the client must pay the changed travel sum, minus the amounts already paid. In addition to the actual costs, the change costs amount to €50 per booking per change and any communication costs.

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6.2 Changes like postponement or a reduction in travelers are considered cancellations and follow Article 3 fees.
6.3 For any change in the itinerary requested by clients whilst on safari, no refund for any services not utilised will apply, and all new arrangements will be for the guest's account.

Article 7: Changes by TerrAfrica Safari Co.
7.1 Necessary itinerary changes will be communicated, allowing the client to accept or cancel with a full refund.
7.2 In the event of unavoidable service changes, equivalent alternatives will be arranged.

Article 8: Risks and Safety in Safari Travel
8.1 Safari travel carries unique risks, including wildlife encounters, remote travel, and rugged environments.
8.2 Clients participate at their own risk, acknowledging potential dangers, and agree to follow all guide instructions.
8.3 A liability waiver acknowledging these risks must be signed at the lodge check-in and prior to engaging in specific activities.

Article 9: Liability and Limitations
9.1 TerrAfrica Safari Co. complies with Dutch and international laws but is not liable for incidents beyond its control, including third-party failures, wildlife incidents, epidemics and pandemics, or governmental actions.
9.2 TerrAfrica Safari Co. shall not be held liable for damages arising from third-party services, including transport, accommodations, and activities.
9.3 TerrAfrica Safari Co. is not liable for injuries, health issues, accidents, or fatalities during the trip, whether due to wildlife encounters, physical exertion, or other factors.
9.4 A liability waiver acknowledging these risks must be signed at the lodge check-in and prior to engaging in specific activities.
9.5 TerrAfrica Safari Co. is not liable for damages covered by the client's insurance, nor for damages resulting from actions outside the company's control.
9.6 TerrAfrica Safari Co. is not liable if clients fail to follow instructions, leading to incidents beyond the company's reasonable control.
9.7 Any claims must be submitted within 10 days of the safari's conclusion.

Article 10: Indemnification
10.1 The client agrees to indemnify and hold harmless TerrAfrica Safari Co. and its representatives from any claims, damages, losses, or expenses (including legal fees) resulting from the client's or their party's actions, negligence, or willful misconduct during the safari. This includes, but is not limited to, violations of local laws, disregard of safety instructions, or damage to property.

Article 11: Insurance Obligations
11.1 Clients must have insurance covering medical expenses, evacuation, repatriation, and personal liability. It is a condition of travel that clients have their own comprehensive medical and travel insurance cover at the time of confirmation.
11.2 Proof of insurance must be provided prior to travel. Failure to provide valid insurance may result in cancellation of the booking without refund.
11.3 TerrAfrica Safari Co. is not responsible for any costs or losses arising from the client's failure to obtain adequate insurance.

Article 12: Cancellation and Changes by TerrAfrica Safari Co.
12.1 TerrAfrica Safari Co. reserves the right to modify or cancel if extraordinary circumstances (natural disasters, political unrest, pandemics) arise. Refunds or alternative arrangements will be provided.
12.2 Full refunds are provided for company-initiated cancellations when force majeure applies.

Article 13: Third-Party Provider Terms and Conditions
13.1 Terms from third-party providers may apply in addition to those of TerrAfrica Safari Co.
13.2 Services provided by third parties, such as accommodations, transport, and activities are subject to the terms and conditions of those providers. In case of conflicting terms, clients will be informed, and third-party conditions may apply.
13.3 TerrAfrica Safari Co. accepts no liability for third-party actions or omissions.

Article 14: Client Responsibility and Conduct
14.1 Safari activities involve inherent risks related to wildlife, remote settings, and variable environmental conditions. Clients accept these risks upon booking and assume responsibility for their safety during safari activities.
14.2 Clients are expected to comply with all local laws and guide instructions during safari activities.
14.3 Clients must behave respectfully towards wildlife, local communities, and guides. Disruptive behavior may result in trip termination without refund or liability.
14.4 Damages caused by misconduct may result in financial liability for the client.
14.5 Clients must follow all safety and environmental guidelines, particularly around wildlife.
14.6 TerrAfrica Safari Co. is not responsible for any issues arising from non-compliance, including costs associated with legal issues.
14.7 Clients are responsible for providing accurate information and meeting all requirements, including being on time and following local guidelines.
14.8 TerrAfrica Safari Co. bears no responsibility for missed activities or services due to client negligence.

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Article 15: Own Risk Clause
15.1 Participation in safari activities, including wildlife interactions and remote area travel, is at the client's own risk. TerrAfrica Safari Co. advises that all clients take precautions and follow safety guidelines closely.

Article 16: Responsibility of TerrAfrica Safari Co.
16.1 TerrAfrica Safari Co. is responsible for organising and coordinating the components of the safari as described in the itinerary.
16.2 TerrAfrica Safari Co. is not responsible for achieving commercial or specific outcomes if the safari is connected to any business objectives.

Article 17: Alternative Arrangements and Substitutions
17.1 If a service provider fails to meet agreed-upon standards, TerrAfrica Safari Co. will offer equivalent alternatives at no additional cost. Additional transportation, meals, or incidentals may be billed to the client.

Article 18: Force Majeure
18.1 TerrAfrica Safari Co. is not responsible for delays or changes resulting from circumstances beyond its control, such as strikes, natural disasters, governmental restrictions, epidemics and pandemics. TerrAfrica Safari Co. will attempt to reschedule trips if possible, but additional costs are the client's responsibility.
18.2 In cases of extended force majeure, TerrAfrica Safari Co. and the client may agree on contract termination terms.

Article 19: Suspension of Services
19.1 TerrAfrica Safari Co. may suspend services if the client fails to meet financial or legal obligations or if unforeseen changes affect the client's capacity to participate.

Article 20: Dispute Resolution
20.1 Complaints must be reported during the travel period, with written documentation required within 10 days post-travel.
20.2 TerrAfrica Safari Co. will respond within 14 days and, where applicable, work with clients toward an amicable resolution. Disputes are governed by Dutch law.
20.3 Both parties agree to pursue an amicable resolution before formal action.
20.4 In unresolved cases, disputes may be addressed through arbitration or Dutch courts.

Article 21: Privacy and Data Protection
21.1 TerrAfrica Safari Co. is committed to GDPR compliance, using personal data solely for trip purposes and sharing information only with necessary providers. Clients retain rights to access and modify data under GDPR.
21.2 Personal data is kept confidential and only shared with providers as needed for bookings. TerrAfrica Safari Co. will not use personal information for marketing without consent.
21.3 TerrAfrica Safari Co. may use client testimonials, photos, and videos for marketing purposes. Clients grant permission unless stated otherwise in writing. Consent can be withdrawn anytime.

Article 22: Transfer of Contract
22.1 Clients may transfer their booking to another traveler who meets all requirements. This must be communicated at least ten days before departure, with both parties jointly responsible for any costs incurred.

Article 23: Legal Compliance and Prohibited Items
23.1 Clients must respect international laws against the transport of protected wildlife products and cultural artifacts. Violations are solely the client's responsibility.

Article 24: Incentives and Corporate Trips
24.1 TerrAfrica Safari Co. offers specialised services for corporate incentive trips and business-related travel to Africa. These services are tailored to meet the unique needs of corporate clients while showcasing the natural beauty and cultural richness of African destinations.
24.2 Corporate incentive trips are designed to reward and motivate employees or business partners. These trips can include team-building activities, luxury accommodations, and exclusive experiences that align with corporate objectives.
24.3 For business trips, TerrAfrica Safari Co. can arrange meetings with local business contacts, organize conference facilities, and provide logistical support for business-related activities in addition to safari experiences.
24.4 Customized itineraries for incentive and business trips may include:
- Exclusive use of lodges or camps for corporate groups
- Team-building exercises in unique African settings
- Gala dinners in dramatic locations such as the African bush
- Corporate social responsibility activities with local communities
- Meetings with local business leaders or government officials (where applicable)

24.5 TerrAfrica Safari Co. will work closely with corporate clients to ensure that all aspects of the trip meet company policies, budgetary requirements, and specific business objectives.
24.6 For incentive and business trips, special terms and conditions regarding group bookings, cancellations, and changes may apply. These will be clearly communicated during the booking process.
24.7 TerrAfrica Safari Co. can provide assistance with branding and customization of experiences to align with corporate identity and messaging.

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24.8 While TerrAfrica Safari Co. will make every effort to facilitate business objectives, the company is not responsible for the outcome of any business dealings or negotiations that may occur during the trip.
24.9 Corporate clients are advised to ensure that all participants are aware of and agree to the terms and conditions outlined in this document, as well as any additional terms specific to their incentive or business trip.
24.10 For the safety and enjoyment of all participants, TerrAfrica Safari Co. reserves the right to adjust itineraries or activities if they are deemed unsuitable or unsafe for the corporate group.

Article 25: Consent
25.1 By paying the deposit or any partial payment towards a safari reservation, all clients represented by that payment consent to the terms, conditions, and general information outlined in this document, regardless of whether a booking form has been signed. Modifications to these terms are only valid if made in writing and signed by an authorised representative of TerrAfrica Safari Co.

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IMPORTANT INFORMATION

1. TRAVEL REQUIREMENTS

1.1 General Information
When traveling internationally, you must comply with the entry requirements specified by the destination country ("travel requirements"). While a national ID card may suffice for some countries, others require additional documents:

- International Passport: This secure booklet is essential for international travel and must be obtained through your country's official passport issuing authority.
- Visa: An official permit allowing you to stay in a country for a specified time. Depending on the destination, a visa may need to be obtained in advance from the embassy or consulate, or it may be available for purchase upon arrival.
- Vaccination Certificate: Vaccines against certain diseases such as yellow fever, meningitis, hepatitis or other may be mandatory. Entry may be denied if you are not in possession of a valid vaccination certificate. Consult your physician for guidance.

Specific information on the travel requirements for your destination can be found on the introduction page of each destination on our website. Please note that this information is subject to change. It is recommended to confirm all requirements with the embassy or consulate of the destination country to avoid unexpected issues. Any fees associated with last-minute changes, such as emergency passport issuance, are the traveler's responsibility.
Note: Travelers should verify requirements in detail with their embassy or consulate, as well as the embassy or consulate of the destination country.

1.2 Validity of Identity Documents
Ensure your identity documents are valid for the duration of your travel. Generally, the ID card should be valid until your return date. However, some countries may require a longer validity period beyond your return date (e.g. 6 months). If a passport is required, its validity is especially important, as many countries require the passport to be valid for a significant time after the return date. Check our website for specific information about your destination and verify these details with the embassy or consulate of your destination country.

1.3 Damaged Identity Documents
Damaged identity documents may be deemed invalid by your own country and foreign authorities. Examples include a torn passport page, a cracked ID card, or an electronic ID card with a missing chip (non-exhaustive list). You must replace damaged documents before traveling, as you are responsible for any costs or denied access due to invalid documents.

1.4 Travelers Aged 75+
Starting at age 75, you will no longer be automatically called by the municipal administration to renew your ID card. This is not a concern if you remain within your country of residence; however, to enter other countries, you must have a passport with a valid expiration date.

1.5 Children Under 12
1.5.1 Accompanied by a Parent or Guardian
Requirements for children vary depending on the destination country. If a passport is required, even newborns must have their own passport. If an ID card is accepted, children under 12 need a KIDS-ID electronic ID. If your child has a paper ID, it remains valid as long as it hasn't expired.
The KIDS-ID is sufficient for travel within the European Union, provided the child is accompanied by a parent or guardian with valid documents.

- KIDS-ID Delivery Time: Approx. 3 weeks; please contact your municipal office well in advance.
- Loss or Theft of KIDS-ID: Under certain conditions, children under 12 may obtain a temporary ID, although it may not be accepted by all countries.

1.5.2 Parental Authorisation
No formal international procedure exists for parental authorisation when traveling with minors. If a child is traveling with only one parent, that parent may obtain a written authorisation from the other parent, certified by the local administration. This is especially recommended for children traveling alone or with adults other than their parents. Further steps with the embassy, consulate, or airline may be required for solo travel.

2. AIR TRAVEL

2.1 Ticket as Contract
Only the issued airline ticket constitutes a contract between the airline and the traveler. Until the ticket is issued, the airline reserves the right to increase its fares and/or change its sales conditions.

2.2 Flight Times
The flight times communicated in our offers are subject to change and may be modified by the airline. Any changes to the schedule will be communicated to the traveler as soon as possible, but will not be the responsibility of TerrAfrica Safari Co.

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2.3 Carrier Identity
The identity of the actual carrier will be indicated on the travel documents provided to the traveler, in accordance with Article 11 of European Regulation 2111/2005.

2.4 Boarding Obligation
The traveler is required to arrive on time for boarding and have all travel documents in order. TerrAfrica Safari Co. cannot be held responsible for any incidents, such as denied boarding, caused intentionally or by the negligence of the traveler.

2.5 Baggage Claims
If applicable, the traveler is required to file a report for any loss, theft, or damage to their baggage with the airline operating the relevant flight.

2.6 Blacklisted Airlines
Airlines listed on the European Commission's blacklist under European Regulation 2111/2005 of December 14, 2005, can be found at: European Commission Air Ban List.

2.7 Baggage Regulations
Check the allowed weight and dimensions of baggage with the airlines. Do not hesitate to consult us if in doubt. Always label your baggage with an exterior tag and include a card with your contact information inside your suitcase. This helps identify and return late-delivered baggage to its owner.

2.8 Pregnant Women
You may fly until the 35th week of your pregnancy (32nd for multiple pregnancies). You must present a certificate from your doctor written in an international language, such as French or English, confirming that the flight poses no risk to your pregnancy or the possibility of premature birth. The certificate must be recent (dated no more than 8 days before departure).

2.9 Unaccompanied Minors
Children under 5 years old are not allowed to travel alone and must always be accompanied by someone over 18 years old. For children traveling alone from 5 years onward, two categories apply:

- Children aged 5 to 11 years are classified as Unaccompanied Minor. For them, assistance is mandatory.
- Minors aged 11 to 17 years are classified as Young Person. For them, assistance is optional.

3. DESTINATION
Traveling is an opening to the World! Vacations allow us to discover other countries and peoples, along with their unique customs and traditions. Travel with an open mind and research the customs and culture of your destination in advance. Be mindful of differences that may exist in mentality, service, and living standards compared to your country.

3.1 Travel Pharmacy
A well-prepared travel pharmacy is essential when traveling. You may experience gastric issues when traveling abroad due to exposure to different environments. There are many ways to reduce the risk, such as avoiding undercooked food, steering clear of ice in drinks, drinking bottled water, and avoiding excessive sun exposure. Your doctor or pharmacist can advise you on the contents of your travel pharmacy based on your destination.

3.2 Transfers
Transfers are not automatically included in your trip but can be added upon the client's request for an additional cost.

3.3 Climate
Africa's climate varies significantly across regions, ranging from arid deserts to tropical rainforests and savannas. Weather conditions and seasonal variations may impact travel plans, wildlife activity, and local accessibility. Travelers are encouraged to consult the detailed climate information provided on our website, as seasonal changes may affect each destination uniquely. TerrAfrica Safari Co. is not liable for any unforeseen weather disruptions or changes to itineraries caused by climate-related conditions. We recommend preparing for varying climates based on your itinerary. For more details on specific destinations, please refer to the country-specific pages on our website.

3.4 Excursions and Car Rentals (outside of contract)
If you choose to participate in excursions or rent a car on your own, these activities are not part of the travel contract. Such activities are organised by local companies and on their behalf. TerrAfrica Safari Co. is therefore not responsible for their organisation and operation. Any disputes must be resolved on-site with the specific provider.

3.5 Bringing Souvenirs from Your Trip
Consciously or unconsciously, you may be tempted to bring back a specimen of a protected species as a souvenir, such as jewelry or decorative items made from coral or ivory, crocodile handbags, or turtle shells. Please note that since June 1, 1997, the international trade in endangered species (mammals, birds, reptiles, plants, etc.) is subject to European regulations. Some species cannot be sold, while others require an import permit. If you violate these regulations, you risk confiscation of the prohibited items and hefty fines.

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Art objects and antiques are also subject to import restrictions. Therefore, it is essential to gather all necessary information before bringing these items back from your vacation. In many countries, exporting antiques, minerals, or objects collected on-site (such as stones) is strictly prohibited, even if they appear to have no historical or cultural value, under the threat of severe penalties (heavy fines and imprisonment). Taking even a tiny item from an archaeological site is often considered a crime and is treated as the illegal export of antiquities.

Be aware that in many tourist-oriented countries, there is an illegal circuit for counterfeit goods, including clothing, shoes, handbags, watches, etc. If, at first glance, these copies appear to differ little from the originals, a ridiculously low price and inferior quality usually indicate that they are counterfeits. Street vendors and market stalls should raise your suspicion. Know that by purchasing and bringing back counterfeit products, you are committing an offense that will result in confiscation by customs and significant fines.

Please note: if you purchase goods locally and have them delivered to your home, you might incur additional taxes in your own country of residence. Be sure to inquire with the seller at the time of purchase.

3.6 Mobile (GSM) While Abroad
Having a mobile phone is essential while on vacation: it keeps you reachable for your family and friends, and spares you from the often exorbitant rates charged by hotels. Ensure with your provider that your mobile phone can be used abroad, and inquire about the most advantageous rates or packages.
Importantly, you must provide us with a mobile phone number where you can be reached during your stay, in case of need and so that we can communicate operational information. Make sure to give us the correct number while booking your trip.

3.7 Connections Between Destinations
Connections between destinations, such as by helicopter, are arranged by us to ensure smooth travel. However, due to potential delays or rescheduling, it may happen that the connection cannot proceed as planned in the itinerary. Weather conditions or other unforeseen factors may also prevent helicopter departures. As a result, you may have to remain at your current location longer than anticipated and continue your journey as soon as conditions permit. Any additional costs arising from these unforeseen circumstances are not covered by TerrAfrica Safari Co.

4. STAY

4.1 Classification
We always publish the official star classification. This classification is awarded by the tourism authorities of the relevant country based on specific technical criteria that may differ from those in your country of residence and do not guarantee quality regarding meals and service. The full description of the hotel, particularly the price, are essential elements that, in addition to the classification, help you form an accurate idea of what to expect on-site.

4.2 Photos / Content
All our brochures, advertisements, web pages, or offers are created in good faith and based on available data. Maps, photos, and illustrations are presented for informational purposes only and are not contractual.

4.3 Guarantee and Deposit
Most hotels require a credit card upon check-in as a guarantee for any potential expenses incurred at the hotel. If you do not have a credit card, a cash deposit may be required, the amount of which is determined by the hotel. For villas and apartments, a deposit is usually required upon arrival. At the end of your stay, following an inspection, the deposit will be refunded. The hotel may also require a deposit for the use of facilities or services, whether free or paid, such as sports equipment or beach towels.

4.4 Wifi
If “wifi” is mentioned, it indicates that a connection is available at the hotel or in the room. The connection is only free if expressly stated in the hotel description. In some countries, wifi can be very expensive. If wifi is important to you, we recommend checking the price with our services before your departure. Wifi may be limited in speed, range, number of devices or security privacy. Please consider that the functionality of wifi abroad may differ from what you are accustomed to.

4.5 Terminology
- **Safari Tent and Lodge Suite:** Safari accommodations may include terms like “tent,” “suite,” “lodge,” or “cottage,” each varying in style and amenities. Safari tents typically offer canvas structures with en-suite facilities, combining comfort with proximity to nature, while lodge suites provide more enclosed, spacious options. Both terms refer to rooms designed to provide an immersive experience, often situated within the lodge’s grounds for optimal wildlife viewing. Specific room descriptions are available on our website to clarify features.
- **Bush View and Waterhole View:** A “bush view” room offers sights of the surrounding natural landscape, including vegetation and occasional wildlife. A “waterhole view” room may provide a vantage point overlooking a waterhole or river, where animals frequently gather. Note that views can be influenced by vegetation, seasonal changes, or the lodge’s layout, and the presence of wildlife cannot be guaranteed.
- **Close to Nature:** This phrase describes accommodations designed for an immersive safari experience and does not imply a specific distance to animals or any particular viewing opportunity. Rooms are built with safety in mind but are situated to maximize the sense of being surrounded by nature.

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- **Private Deck and Shared Deck:** Many safari lodges offer private decks, which provide a secluded outdoor area for personal use, often with seating. A shared deck, by contrast, is a communal space accessible to multiple guests for viewing or relaxation.
- **Minibar and Fridge:** Some rooms may include a minibar, stocked with beverages such as water or juice, or a fridge for personal use. Availability and contents may vary by lodge, and charges may apply based on lodge policy.
- **Adults-Only Lodges:** Certain lodges cater exclusively to adult guests, typically with a minimum age requirement for a quieter and more serene atmosphere. Any age restrictions will be indicated in the lodge description, and entry may be refused if age requirements are not met, potentially resulting in additional charges.
- **Guided Game Drive and Self-Drive:** A "guided game drive" is conducted by lodge-employed guides and includes vehicle-based wildlife viewing. A "self-drive" option, if available, allows guests to explore designated areas at their own pace in their vehicle, with some restrictions for safety.
- **Outdoor Shower and Bath:** Many lodges feature open-air showers or baths, allowing guests to enjoy the environment while bathing. These facilities are private but may be exposed to elements like wind or sunlight. If privacy or enclosure is a concern, please check room descriptions.
- **Bungalow and Villa:** Some hotels offer rooms in a bungalow, villa, cottage, or other specific terms. The tourist meaning of these words differs from their general meaning. They refer to double rooms located in gardens, side by side or grouped in smaller buildings than the main building. The room is not necessarily larger than a double room and may be situated on the ground floor or upstairs. Sometimes, a "villa" means a separate dwelling, but this will be specified in the hotel description.
- **Sea View:** A room with a sea view means that from your room or balcony/terrace, you can see the sea. Depending on the case, the view may be limited, and the sea may be quite distant. Due to greenery (such as palm trees) or the hotel's architecture, the sea view may be partially obstructed.
- **Seaside:** The term "seaside" refers to the room's location in the hotel property and does not imply a sea view.
- **Balcony and Terrace:** These may not necessarily be equipped with chairs and/or a table. Dimensions can vary based on the hotel's architecture or the room's location. A French balcony is very narrow and may even be reduced to a railing in front of the window.
- **Swim-Up Rooms and Rooms with Direct Pool Access:** In a swim-up room, you have direct access to the pool from your terrace. In a room with direct pool access, you reach the pool via the lawn or through stairs leading from your terrace.

4.6 Unfenced Lodge Areas

Please note that some of our partner lodges are located in unfenced areas, meaning wildlife can move freely through the property. For your safety and to ensure a secure experience, we kindly request that all guests follow the guidelines and recommendations provided by lodge staff at all times.

Lodge employees are highly experienced in managing wildlife interactions and will advise on safe practices, including where and when to move around the lodge. Guests should avoid walking alone, especially at dawn, dusk, or after dark, and always stay within designated areas unless accompanied by a guide. If you have any questions or concerns about the lodge's wildlife protocols, please speak with a staff member who will be happy to assist.

Your safety is our priority, and by following these guidelines, you can enjoy a respectful and memorable experience in close proximity to Africa's incredible wildlife.

4.7 Gratuity guidelines

During your travel experience, you may wish to show appreciation for exceptional service. Here are some tipping options:

- Cash: You may provide cash directly to staff members.
- Bill Addition: Request to add a gratuity amount to your final bill.

Tips are usually pooled and shared among all staff, including guides, trackers, butler and behind-the-scenes teams.
Some lodges may separate tips for general staff and guides/trackers, feel free to ask the lodge manager about their policy.

If you'd like to recognise a specific staff member, please inform management to ensure proper allocation or give him your tipping in cash directly.

We acknowledge that tipping practices vary globally. The decision to tip and the amount are entirely at your discretion. We encourage you to base any gratuities on the quality of service received during your travel / safari experience.

5. TRAVELING WITH DISABILITIES

If you have a disability that may affect your travel experience, it is essential to inform us when booking. We will do our utmost to ensure you can make the most of your trip. To facilitate this, all travel stakeholders (airline, transfer service, hotel, etc.) must be properly informed and able to take necessary measures.

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6. TRAVELING WITH CHILDREN

6.1 Age
The age considered for calculating child discounts is the age at arrival at the vacation destination, not at the time of booking. If the hotelier finds a discrepancy between the reported age and the actual age, they may require reimbursement of any discounts fraudulently granted and may disregard the negotiated rate and charge you the local prices.

6.2 Child Discount at the Hotel
Child discounts are mentioned in the hotel price table and apply to children sharing a room with two paying adults. If no child discount is specified, the discount is that applicable for a third person in a double room, if applicable. The age for which a child discount is granted is specific to each hotel and is indicated in the price table. For example, a discount for children aged 2 to 12 means that children up to and including 12 years are entitled to this discount (thus until the day before their thirteenth birthday). If two children can stay with two adults in a double room, this is specified in the price table.

6.3 Traveling with a Baby (under 2 years)
If you are traveling with a baby, you must mention this at the time of booking and, if necessary, request a cot. On-site, cots are generally available (usually free of charge, please check the hotel description). Don't forget to mention this when booking, as supplies are limited.

6.4 Child with an Adult
The "child with single adult" discount is intended for single-parent families. Please note: a family cannot split up to benefit from this discount, for example, the father with one child and the mother with another. Any fraud detected by the hotelier will result in the on-site payment of high surcharges without recourse.

6.5 Kids' Club
Many hotels organise fun activities for children, typically in a language other than Dutch or French, depending on the primary clientele and local arrangements. Based on our experience, language is usually not an insurmountable barrier, as children communicate in various ways beyond spoken language. Please note that activities may be limited to a few hours each day, and the kids' club might be closed on certain days. Parents of young children may be asked to remain nearby. Generally, the kids' club is accessible for children aged 4 and older; please refer to the hotel description for specific details.

6.6 Children Not Accepted / Minimum Age Requirements
Certain experiences and accommodations provided by our partners may have age restrictions in place. Some partners do not accept children, while others may enforce a minimum age requirement. These age restrictions are determined by our partners and are specified prior to booking. We encourage travelers to verify any age requirements with us in advance to avoid potential disappointments or inconveniences. TerrAfrica Safari Co. cannot be held responsible for any disruptions or cancellations resulting from unfulfilled age requirements imposed by our partners.

7. TRAVELING WITH PETS

To travel with a pet, you must present official documentation. Animals traveling with their owners in Europe must legally possess a European passport, which can be obtained from your veterinarian. Both the airline and the hotel may request to see this passport. Your pet must also be identified by a microchip or tattoo. Certain countries require additional documents, treatments, or on-site medical examinations, such as for rabies or echinococcosis. In some destinations, pets may not be allowed. For more information, consult your veterinarian.

7.1 Transfers
In some destinations, pets may not be allowed on the bus or taxi for your transfer. In such cases, you will need to arrange and cover the cost of the transfer yourself.

7.2 At the Hotel
Hotels that accept small dogs are identifiable by the corresponding logo. Please be aware that this information is provided to us before publication and may be subject to change by the hotelier without prior notice. Acceptance of pets does not guarantee access to all areas of the hotel.

8. INSURANCE

As a condition of booking, clients are solely responsible for ensuring they have comprehensive travel and medical insurance, including coverage for pandemic-related events, for themselves and any dependents or travel companions. This insurance should cover, but is not limited to, the following: cancellation or modification of flights and travel arrangements, emergency evacuation, medical treatment, repatriation, and loss, theft, or damage of personal belongings, money, and goods.
TerrAfrica Safari Co. assumes no responsibility for any costs or losses incurred by clients, their dependents or companions in connection with these events. Clients will be billed directly by service providers for any emergency services required and may risk limited access to such services if they do not hold adequate insurance coverage.

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https://terrafricasafari.com

By booking a safari trip with TerrAfrica Safari Co., the client acknowledges understanding and agreement to these terms, which govern all aspects of the travel arrangement, ensuring clarity of rights, responsibilities, and limitations for both TerrAfrica Safari Co. and the client.

TERRAFRICA SAFARI CO.

Signed at: Amsterdam
Date: 1 June 2024
Representative: Mathieu Bonnin
Signature:

CLIENT

Signed at:
Date:
Representative:
Signature:

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