



Terms and Conditions

2 – 5 day Kruger National Park Safaris
7 day KZN Wildlife Safari
3 day Sabi Sand Game Reserve Safari
2 – 3 day Pilanesberg National Park Safaris

Booking Procedure

To secure a safari, an email confirmation and deposit is required from the client
Bookings made more than 50 days prior to departure requires a 50% deposit to confirm
Bookings made within 50 days prior to departure requires full payment to confirm

Cancellation Policy

Cancellations made after confirmation email & deposits are subject to the following cancellation fees:

51 + days prior to departure: 5% of total safari rate
50 - 31 days prior to departure: 50% of total safari rate
0 - 30 days prior to departure: 100% of total safari rate
No shows: 100% of total safari rate

Child Policy

Children under 12 are charged 50% of the adult sharing rate per night and may be required to share the parents' room
Children under 2 can stay free of charge and will be required to share the parents' room
We reserve the right to ask for proof of date of birth, so please do not be offended if we do
Children under 6 years of age are not allowed on SanParks open game drive vehicles
Children under 12 years of age are not allowed on SanParks bush walks
We welcome children on our safaris and will endeavour to include them on our open vehicle game drives as far as possible. We do however reserve the right not to take children under 12 years of age on an open vehicle game drive with other guests. This is entirely up to the guide's discretion. In such cases, we will conduct a special bush bumble game drive for the younger children after the normal morning game drive and/or before the afternoon game drive. We do not offer babysitting facilities and thus one of the parents will have to look after the child/ren
Private game drives can be arranged in advance and at an additional charge, to allow for more flexibility when travelling with small children
Packages making use of Private Lodges may have varying policies, as some lodges do not allow children under 12 at all, while others not only welcome them, but also offer special children's activities. Please enquire prior to making your reservation

Inclusions and Exclusions

Inclusions and exclusions are strictly as per each chosen itinerary, unless specified otherwise in writing

Health requirements

Several of the areas we visit are malaria areas. Please consult with your doctor
Please inform us of any pre-existing conditions such as diabetes or asthma and any prescription medication you may be taking
We also need to be informed of any food allergies or physical disabilities that you may have
No compulsory vaccinations are currently listed for South Africa. Please consult with your travel doctor regarding this.

Travel Insurance

All clients need to have adequate travel insurance

Visas

All visa requirements are the clients' responsibility



Departure and return times

We endeavour to collect all guests from their respective hotels between 06h30 and 08h00 on the day of departure. Due to multiple pick-up points we may have to stagger these times. It is always recommended to contact our offices the day prior to departure to confirm your pick-up time.

On our return, we plan on being back in Johannesburg between 17h00 and 18h00. Again, we may have multiple drop-off points and cannot under any circumstances guarantee our time of return. Guests flying out on the day the safari returns to Johannesburg are reminded not to book any flight departing before 19h00 (domestic) and 20h00 (international). We strongly recommend that guests stay over in Johannesburg on the day that their safari returns to Johannesburg and can assist with any such arrangements. We do not accept any liability for missed flights should we return later than planned.

Pre and Post safari accommodation

Should you wish, we can arrange pre and post safari accommodation for you.