



BOOKING FORM AND CONDITIONS

Please read through this document carefully. We will need a signed copy of the booking form faxed through to us. Before signing this, please read our booking conditions which we enclose.

We will also need your deposit payment, paid directly into our bank account (details will be on the invoice that will be e-mailed to you), or we can process your credit card for this amount. Please fill out the credit card authorization form if you wish to pay by credit card.

Finally we also need information about your travel insurance, and full details for each passenger. This is especially important if we are to book any flights for you.

- Booking Form - to be signed
- Client Details including Flights – to be completed
- Credit Card authorization form
- Travel Insurance form – to be completed
- General Notes – to be read
- Booking Conditions – to be read

We look forward to receiving your signed booking form and deposit and to welcoming you to our country.

Booking Form Client Details

Client Details (Please supply us with this information)

Surname (as in passport)	First Name	Title	Nationality	Passport Number	Passport Expiry Date	Date of Birth

Own flight arrangements (Please supply us with this information, as we need to pre-book details off and to your flights for you.)

Date	From	To	Depart	Arrive	Airline	Flight

Credit Card Authorization Form

Please fill out this form and fax it through to us +27 27 482 1420

I hereby authorise that the following amount is debited from my credit card. I enclose my credit card details:

Date			
Cardholder (Account) Name			
Passport Number			
Date of Birth			
Credit card used (please circle)	Mastercard	Visa	Amex
Credit card number			
CVC number (Last 3 digits on the back of your card)			
Expiry Date			
Billing Address of Card Holder			
For Payments more than R10,000 or / USD 2000 we require the following extra information. Card Holders mother's maiden name: Colour of the card: Card Holder's contact number: The Bank's name: The Bank's telephone number:	You or your local bank might be contacted by our bank to verify the following extra information:		
Deposit Payment for holiday			
Total Amount to be deducted (in figures)			
Total Amount to be deducted (in words)			
Signature			

FOR AN AMOUNT OF MORE THAN R10 000, COULD YOU ALSO PLEASE FAX US A COPY OF THE FRONT AND BACK OF YOUR CREDIT CARD.

(This is a requirement by our Credit Card company.)

Special Requests

Please outline any special requests such as dietary requirements or a preference for double or twin beds (if not given already). We are very keen to match your preferences as are our partner hoteliers, but do please bear in mind that there may be a finite number of beds of a given type. We will endeavour to accommodate you but we cannot guarantee it.

Special Requests	
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Travel Insurance

It is a condition of our accepting your booking that all clients take out or prove that they already hold adequate travel insurance. Your travel insurance must cover the following essential areas:

- Delayed departure or arrival
- Missed departure
- Medical& Other Expenses, including emergency air evacuation.

We also strongly advise you to have insurance to cover holiday cancellation or deferral, personal accident, loss of baggage and other personal items, delayed baggage, loss of money & passport, personal liability and legal expenses.

Please provide us with your travel insurance details:

Travel Insurance Details	
Travel Insurance Company	
Policy Name	
Policy Number	
Emergency Tel No	
Name of next of kin	
Relationship	
Telephone No.	
Alternative contact details eg. cellphone, email	

I have read and understood the booking form and booking conditions.	
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General Notes

This booking is made under the terms and conditions of CEDARBERG TRAVEL cc. It is a condition of our accepting your booking that all passengers take out or prove that they already hold adequate travel insurance.

Clients are deemed to have read and understood the Booking Conditions and General Information.

Passport, Visas and Health Requirements

EU Passport holders will need a full passport valid for six months after the date of return (one month only for leisure travellers to South Africa). Visas are required for Mozambique, Tanzania, Kenya, Uganda and Zambia. South Africa, Botswana and Swaziland have no visa requirement for EU Passport holders on holiday, however you do need to have two spare blank page in your passport for the entry stamp. Nationals who do need visas should have two blank pages.

US and Canadian Passport holders will need a full passport and, except for South Africa, this should be valid for six months after the date of return. Visas are required for Mozambique, Tanzania, Kenya, Uganda and Zambia. South Africa has no visa requirement for US and Canadian Passport holders on holiday, however you do need to have two spare pages in your passport. Holders of other passports should check with the relevant Embassy/Consulate. Note that visa requirements may change at any time and it is your responsibility to check current requirements before travel.

Yellow Fever immunisation is mandatory for entry to Uganda, Zanzibar and Zambia, (except if staying at the Falls Resort at Livingstone), and for entry into other countries if travelling via an infected area. There are no other compulsory vaccinations required for direct entry into destinations featured. Anti-malaria tablets are strongly recommended if travelling to Tanzania,

Lake Malawi, Zambia, the Zambezi Valley, rural areas of Mauritius outside the resorts, northern Namibia, Mozambique and the low-lying eastern part of South Africa, north of Richards Bay. Inoculations against typhoid, tetanus, polio and hepatitis A are also recommended. Travellers to remote areas of Zimbabwe and Zambia are recommended to take precautions against cholera. Confirm that you are up to date with the vaccinations you should normally have for the UK. However, in all cases you must discuss your own particular needs and contraindications to vaccines or tablets with your doctor or practice nurse, at least 4 weeks before travel, for up-to-date, individual advice.

Travel Insurance

If you do not have your own insurance company, we suggest that you contact a company called AIG Assist (Worldwide Emergency Assistance). Their contact number is 1(800)-543-3797 (within the US and Canada) or (972)-699-0200 (outside the US and Canada). The South African website address is www.aig.co.za. Their consultants will be able to assist you with your insurance.

Cedarberg Travel Booking Conditions

When you're ready to book, please read the following conditions and the General Information section carefully. They will form part of your agreement with Cedarberg Travel cc of South Africa.

THE BOOKING PROCESS

Your contract is with Cedarberg Travel cc of De Heinings, Clanwilliam, Western Cape and is subject to South Africa law.

Payment and Confirmation Invoice

To book your holiday, you or your agent should send us a completed and signed booking form together with a deposit specified in your invoice (that will be e-mailed to you). If your holiday includes certain safaris or luxury trains, flights ect then a greater deposit will be requested on your proposal letter. This may be in an alternative currency (e.g. US Dollars) if our suppliers invoice us in this currency. If you are booking within 61 days of departure, then full payment is required at this time. When we receive your booking form and deposit, we will reserve your chosen holiday and will send you, or your agent, our confirmation invoice. A contract will exist as soon as we issue our confirmation invoice. However, if lack of availability prevents us from confirming you on the exact itinerary requested, we will search diligently for what we consider to be an acceptable alternative, and this may result in a slightly higher or lower price. If there are differences between the proposed itinerary and that which we are able to arrange for you, we will agree this with you before your booking is confirmed. Although we will endeavour to meet, where possible, special requests made in writing on your booking form, no guarantee can be given.

You must pay the balance shown on your invoice at least 61 days before your departure. We do not send out a final invoice unless there is a change to any aspect of your holiday or you ask us to do so. But we are very happy to send a reminder, if you prefer. Otherwise, we will expect your remaining payment on or before the due date and we will then send you an acknowledgement receipt. Alternatively you can authorise a credit card debit to be taken 61 days prior to arrival. Non-receipt of the balance by Cedarberg Travel on the date due will result in the holiday arrangements being liable for cancellation. All monies you pay to your travel agent are held by him on our behalf.

Travel Documents

On receipt of your payment, we will email our pre-departure information and detailed itinerary to you. Please ensure that you have received your documentation before you leave on your holiday. Your full travel documents, (detailed itinerary, domestic flight tickets if applicable, vouchers, maps and other information), will be given to you on arrival in Southern Africa. It is your responsibility to ensure that you have all the necessary travel documents and tickets in your possession including passport, insurance policy, visas and medical certificates. The onus is upon you to ensure that your passport and visas are valid for the countries visited. The company, its staff and their suppliers cannot be held liable for any visas, etc not held by you. Similarly the onus is upon you to ensure that you have taken the recommended injections prior to travelling in Southern Africa. We especially draw your attention to the need for anti-malarial prophylactics to be commenced prior to your arrival in Africa if you will be travelling in a malarial area. The name(s) listed on your confirmation invoice will appear on your airline tickets and must match the name(s) on your passport(s). If you are changing your name, please ensure that it is the name on your passport that appears on your flight tickets. Failure to comply may result in amendment fees or the cancellation of your flight tickets.

Your holiday cost

We reserve the right to increase or decrease the prices of holidays on this website at any time. The price of your chosen holiday will be confirmed at the time of booking, based on prevailing airfares and exchange rates. Once the price is confirmed upon booking, we will do our utmost to keep to this price. Should increases be forced on us by airlines, exchange rate fluctuations, government action such as an increase in VAT, bed levy or any other Government-imposed increases, we reserve the right to surcharge, without notice, up to a maximum of 10% of the tour price.

PRIOR TO TRAVEL

If you wish to make changes

Once your booking has been confirmed, changes (where possible) will incur an administration fee of not less than R400 per alteration plus any additional charges made by airlines or suppliers. Alterations within 61 days of departure may also incur the appropriate cancellation charges set out below. We regret that no refund is possible for any unused services provided in the cost of the holiday. If you decide to alter your travel arrangements whilst abroad, this is your own responsibility and we are not responsible for any extra costs that may arise.

If you cancel your holiday

Should you, or any member of your party, cancel your holiday after confirmation, this cancellation must be confirmed in writing by the person who signed the booking form. A cancellation charge, calculated on the basis set out below, will be payable by the client. Late payment of the balance of the cost of your holiday may also result in cancellation charges being applied. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. Should one or more members of a party cancel, it may increase the per person holiday price of the remaining members. If a member of your party is prevented from travelling, but you wish to transfer the arrangements to another person, cancellation fees will not be charged. However, both the original traveller and his replacement will be liable for additional costs incurred in

making the transfer (which may be significant), reasonable notice must be given and it must be possible to book a new airline seat in the replacement name.

Days before departure	% of Invoice payable
More than 61	Loss of deposit
61 and 31	30% or any non-recoverable costs, whichever is less
30 and 15	60%
14 and 6	90%
Within 5 days:	100%

If we change or cancel your holiday

We aim to make no changes to your confirmed holiday, but we occasionally need to make changes, which we reserve the right to do at any time. Most of these changes are minor, and we will endeavour to advise you, or your travel agent, as soon as is reasonably possible.

Travel Insurance

It is a condition of booking, that the sole responsibility lies with the client to ensure that you carry correct comprehensive travel and medical insurance to cover yourself and any dependents/travelling companions for the duration of your trip to Southern Africa. This insurance should include cover in respect of, but not limited to, the following eventualities: cancellation of curtailment of the safari, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods.

We require you to give the particulars of your travel insurance to us, including the insurance contact phone number. We do not guarantee to check the details of your travel insurance. Cedarberg Travel cc, including their representatives, employees and agents will not be liable for any costs or losses incurred or suffered by the client with regards to, but not limited to, any of the above mentioned eventualities. You will be charged directly by the relevant service providers for any emergency services that you require, and may find yourselves in a position unable to access such services should you not be carrying the relevant insurance cover.

YOUR HOLIDAY AND OUR RESPONSIBILITY

Neither Cedarberg Travel cc nor any person 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 foregoing, shall particularly not be responsible for loss or damage arising from any errors or omissions contained in this website or other literature, loss or damage caused by delays, sickness, theft, injury or death, whether occasioned by negligence or not.

In addition the company shall have the right at any time at its discretion to cancel any tour or the remainder thereof or make any alteration in route, accommodation, price or other details and in the event of any tour being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other causes 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 to itself at any time, cancel or terminate the client's booking and in particular without limiting the generality of the foregoing 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 the 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 of the total price of all bookings made by him/her.

Flight Routings, Timings and Delays

It is sometimes necessary to change the airline, aircraft type or routing. Flight times are supplied by the carriers and cannot be guaranteed as they may be affected by operating conditions such as adverse weather conditions, need for constant maintenance or air traffic control procedures. Cedarberg Travel cc has no control over these changes. In particular, we shall not be responsible for flight delays or their results, including the consequent amendment or curtailment of planned itineraries. Carriage by air is always subject to the airline's conditions of carriage and is governed by international convention, which may limit liability in respect of claims for injury, delay and loss of baggage. In the event of delayed departure, the airline will be responsible for making any necessary arrangements. Arrangements for refreshments and, if necessary, for overnight accommodation in the event of a lengthy delay will be the responsibility of the airline concerned. However, if these delays have led to onward flight connections being missed, the carrier is not responsible for any costs involved, or for any unused holiday services, though they will offer a remedy, subject to their conditions of carriage. Airlines occasionally change the aircraft type without advance warning, and flights operated to destination countries may be provided by charter airlines. Where we are advised of such a change then we will endeavour to advise you or your travel agent. We strongly recommend that you take out comprehensive travel insurance which includes some compensation for delays.

Complaints and Problems

We do our best to give you an enjoyable, trouble-free holiday but occasionally even the best-laid plans can go wrong. In the event of a problem whilst you are on holiday, please inform the relevant supplier (e.g. hotel manager) and our South African office immediately. This gives us the opportunity to correct the matter so that it does not spoil your holiday. If the matter cannot be resolved immediately, please send details of your complaint to us in writing within 28 days of your return from your holiday. It is therefore a condition of this contract that you communicate any problem to the authority in question whilst on tour. If you or you fail to follow this simple procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem.

Seasonal Factors and Resort Facilities

Some factors are not under our control and early and late in the season some tourist facilities may not operate. Likewise, swimming pools have to be cleaned and sometimes emptied and maintenance work can affect the availability of certain amenities. Public holidays and religious festivals throughout the year (particularly Ramadan) may have an impact on the ambience of a destination and the reliability of shops, banks and other facilities.

Luggage

For safety and space considerations, charter flights to safari lodges have a maximum baggage allowance of 12kg per client in one soft sports kit type bag. This weight limit includes everything ie camera equipment and hand luggage. Limitations are strictly adhered to. If you need more than 12kg we can either sell you an extra seat on the charter flight or book a large plane - both at extra cost. This must be clearly specified by you. Our transfer company at Johannesburg can assist you with leaving excess baggage at their offices at an extra cost.

Wild Animals

Please be aware that on any African safari, your clients may be taken 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. Neither Cedarberg Travel, nor its employees, nor its suppliers can be held responsible for any injury or incident on the safari. Please note that many safari camps are unfenced and animals are able to wander through the camps at all times of the day and night.