

TERMS & CONDITIONS

1 March 2024 - 28 February 2025

These Terms and Conditions apply to all bookings made or amended by any person with African Cultural Tours (Pty) Ltd t/a Sabi Sabi Private Travel (“Sabi Sabi”, “us”, “we”)

1. BOOKING AND PAYMENT

- Bookings will provisionally be held for 7 days and thereafter, automatically released. During peak periods, a provisional reservation will be held for 5 days.
- Quotations are valid for the dates specified and are subject to adjustment if the services quoted are not available at the time of booking confirmation.
- On confirmation, a 50% deposit is required to secure the reservation, with 25% of the total value of the reservation being non-refundable and non-transferable for bookings over non-Peak Periods.
- The full balance of payment is required 60 days prior to arrival. Deposits are subject to the booking terms and conditions set by all suppliers involved.
- Should you make any changes to your booking prior to the final pro-forma invoice being raised, the Reservation Value will be adjusted accordingly. Sabi Sabi reserves the right to request a proportionate increase in your deposit, should the changes to your booking result in an increase in the Reservation Value.
- Sabi Sabi reserves the right to request payment by credit card or via secure online payment portal to secure all short lead time bookings which have been confirmed within 7 (seven) days of travel.
- Reservations made within 60 days of the check-in date will require full payment of the Reservation Value within 5 working days of the date of the confirmation of reservation and pro-forma invoice.

RESERVATIONS MADE MORE THAN 60 DAYS FROM CHECK-IN DATE:	
Confirmation of booking:	50% of Reservation Value
60 days prior to arrival:	50% of Reservation Value
RESERVATIONS MADE WITHIN 60 DAYS FROM CHECK-IN DATE:	
Confirmation of booking:	Reservation Value paid in full

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- The complete itinerary will contain information about the accommodation, the type of rooms provided, meals, drinks, transfers, and transportation, if applicable. Please note that the guest will be responsible for the following expenses, which will be charged separately: any expenses related to obtaining passports and visas, personal items such as drinks, laundry, phone calls, and additional baggage fees are not included in the reservation price.
- The guest is responsible for any amendments, reduction of guests, or rooms needed by informing Sabi Sabi.
- Please note that prices may be adjusted in case of changes in currency exchange rates, government-imposed taxes, airline taxes, fuel prices, airfares, hotel charges, tourism levies. From time to time, the prices of supplier services may vary. Any changes will be communicated to you in writing.
- Once a quote has been accepted and a reservation made, whether through email or otherwise, it signifies acceptance of the Terms & Conditions outlined in this agreement and any supplementary terms and conditions from suppliers, by the traveler. This agreement extends to all travelers within the lead traveler's party, with the lead traveler undertaking to disseminate these terms to every member and ensuring timely payment. Each traveler is responsible for acquainting themselves fully with our terms and conditions.
- Furthermore, we retain the right to amend these Terms & Conditions periodically.
- We prefer payment via direct bank transfer, with payment to be made in the currency specified on the invoice and to the bank account provided on the invoice/statement. The payer is responsible for any bank charges incurred. If payment is made incorrectly in a foreign currency, the payer will be billed for foreign exchange commission charges.

2. CANCELLATIONS

- If any amount is not paid on the due date thereof, Sabi Sabi will be entitled to cancel your reservation immediately on written notice to you.
- Cancellations made between 30 and 60 days prior to arrival will incur a 50% cancellation fee based on the total invoice value.
- Cancellation fees will apply for cancellations made within 30 days of arrival, with a fee of 100% of the total invoice value.
- Cancellation requests made during the trip or stay will result in a 100% cancellation fee based on the total invoice value.
- 25% of the total reservation value is non-refundable and non-transferable. During Peak-Periods, the non-refundable amount increases to 50%.

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- Should you wish to cancel or amend a booking, you must do so on written notice to Sabi Sabi. If written confirmation of an amendment or cancellation is not issued within 24 hours from delivery thereof, you are required to confirm your written amendment or cancellation telephonically, failing which your booking will be deemed not to be cancelled or amended.
- A reduction of the number of rooms under a booking will be a cancellation and the cancellation policy below will apply in respect of the relevant rooms.
- During Peak-Periods, the non-refundable amount increases to 50%.
- Please note that cancellation fees may vary among suppliers and may differ from percentages quoted below.
- If you cancel a booking the following cancellation fees will apply.

Days prior to check-in:		0 - 30	60 - 30	During Travel
Cancellation Fee:	25% of the total value of the reservation (or 50% over Peak-Periods) is non-refundable, nor transferable.	100% of Reservation Value	50% of Reservation Value	100% of Reservation Value

3. SINGLE SUPPLEMENT

- Guests occupying single suites at Bush Lodge, Selati Camp, Earth Lodge and Little Bush Camp will be levied a supplement of an additional 50% of the specified daily rate (“Single Supplement”). The Single Supplement will not be levied on a maximum of 2 suites per reservation, excluding the Mandleve Deluxe Suite, Lourenco Marques Honeymoon Suite, Presidential Suites and Luxury Villas, where the Single Supplement will always apply.

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4. PEAK-SEASON BOOKING TERMS

- Sabi Sabi will hold a reservation without payment for a period of 5 days. If a reservation is not confirmed, in writing, within 5 days from the reservation request being submitted to Sabi Sabi, the reservation will automatically terminate without further notice.
- Should you confirm the reservation request, a pro-forma invoice, indicating the booking value, including the conservation levy (“the Reservation Value ”) will be raised and a deposit is payable within 5 working days of the date of the pro-forma invoice.
- The deposit will be 50% of the Reservation Value, as quoted in the pro-forma invoice.
- Should you make any changes to your booking prior to the final pro-forma invoice being raised, the Reservation Value will be adjusted accordingly. Sabi Sabi reserves the right to request a proportionate increase in your deposit, should the changes to your booking result in an increase in the Reservation Value.
- A final pro-forma invoice will be issued before 1 October, prior to your check-in date. Final payment must be made no later than 30 September, prior to your check-in date.
- Bookings made after 30 September will require full payment of the Reservation Value within 5 working days of the date of the confirmation of reservation and pro-forma invoice.
- Minimum nights’ restriction may apply during Peak-Season subject to certain suppliers involved.

BOOKINGS MADE BEFORE 30 SEPTEMBER:	
Confirmation of booking:	50% of Reservation Value
30 September:	50% of Reservation Value
BOOKINGS MADE AFTER 30 SEPTEMBER:	
Confirmation of booking:	Reservation Value paid in full

5. FLIGHT BOOKINGS AND CONDITIONS

- Please note that it is the responsibility of the guests or passengers to carefully check and correct any errors in their flight reservations. All airlines require the passengers' full names to match their passports. Sabi Sabi cannot be held responsible for any mistakes with regards to spelling errors, incorrect names or any other incorrect information entered by the guests during travel.
- Flight bookings are non-transferable and name changes are not permitted.
- All flights where required, would need to be paid in full at time of reservation.
- Kindly be advised that Sabi Sabi contracts all air travel services to independent operators. Consequently, we cannot assume liability for flight delays, inaccuracies in flight schedules, or instances of airline insolvency, business rescue, or liquidation that may arise.
- For flights any name changes and date-change penalties can amount up to the full flight ticket purchase price, subject to the fare rules of the tickets.
- It is necessary to use flight tickets in the order they are booked, otherwise they will be forfeited.

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6. COMPLIANCE TRAVEL DOCUMENTATION

- Sabi Sabi disclaims any responsibility for passengers traveling with incorrect travel documentation.
- All Guests are solely responsible for obtaining visas, re-entry permits, unabridged birth certificates, and any necessary health certificates.
- Guests are solely responsible for obtaining any required vaccinations and/or prophylactics, such as those for malaria.
- Passports are required to have a validity of at least 6 months from the return date and must contain a minimum of 2 blank pages.

7. INSURANCE

All guests and their personal belongings must be adequately covered by a travel insurance policy covering at least injury, death, medical costs, emergency evacuation, repatriation, loss of or damage to personal belongings (due to theft or otherwise) and cancellation. It is recommended to purchase comprehensive travel insurance, including "cancel for any reason" coverage to ensure that any lost funds can be covered. Proof of Insurance will be requested prior to arrival.

8. APPLICABLE LAWS

These terms and conditions will be construed, interpreted and subject to the laws of the Republic of South Africa. The courts in the Republic of South Africa shall have exclusive jurisdiction in respect of any claim, demand, dispute or controversy arising from these terms and conditions.

9. ADDRESS OF RECEIVING NOTICES

Your address for receiving notices in terms of these terms and conditions will be the address set out in the Reservation Form. All written communication may be sent to the e-mail address set out in the Reservation Form.

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10. FORCE MAJEURE

If Sabi Sabi Private Travel is prevented or restricted, directly or indirectly, from fulfilling any of its obligations due to causes beyond its reasonable control (including, but not limited to: declared or undeclared war, acts of terrorism, sabotage, civil disturbances, riots, insurrection, strikes, lock-outs, fire, explosions, forceful winds, floods, sickness, epidemics, pandemics, quarantines, government intervention, weather conditions, defects in machinery and vehicles, and acts of God), Sabi Sabi shall be relieved of its obligations during the period of such event. It shall not be liable for any loss or damages suffered by the traveler due to or resulting from such delay or failure, provided that Sabi Sabi Private Travel gives written notice of its inability to perform within 48 hours of becoming aware of the force majeure event, to the extent reasonably possible.

In the event of force majeure, Sabi Sabi Private Travel, where reasonably possible, make commercially reasonable efforts to mitigate or limit the duration or effects of the circumstances giving rise to force majeure. It may delay or suspend its performance due to the relevant force majeure event.

GENERAL

- Please note that all refunds are subject to a 5% handling fee to cover bank charges and administration.
- Should flights be canceled or delayed, regardless of the cause (our third-party operators abide by aviation regulatory authorities), Sabi Sabi Private Travel holds no responsibility for any resulting loss sustained by travelers.
- We strongly advise securing comprehensive travel insurance to mitigate such risks.
- Non-refundable charges: Any significant alterations to a confirmed itinerary, not constituting a cancellation, which entail costs or time invested by Sabi Sabi, will result in a 25% non-refundable fee (based on the total reservation value).
- Please note all guests are required to provide confirmation of country of origin and contact details for all guests that have been quoted and will be travelling.
- Be sure to possess the essential and accurate passport, visa, and vaccination documentation necessary to meet the requirements for all countries included in your travel itinerary.
- Consult with a healthcare professional to obtain guidance on the necessary prophylaxis and vaccination requirements for the countries and regions included in your travel plans.
- Before engaging in specific activities, accessing certain facilities or premises, or commencing travel to particular destinations, travelers may need to agree to additional terms and conditions or sign an indemnity. These may contain exclusions or limitations of liability.
- Please be aware that your travels may lead you to remote areas with limited facilities and/or close encounters with wildlife. Travelers will need to sign a waiver and consent form before embarking on their journey.

By proceeding with your booking, you acknowledge and accept these terms and conditions.