

# Kuyimba Trading

## TERMS AND CONDITIONS

### Tour Prices & Itinerary Quotations

Prices are based on costs at the time of quoting. External factors beyond our control may affect exchange rates, transportation and accommodation rates and we reserve the right to alter the price of any tour or itinerary and forward an amended invoice to that effect.

### Payment / Acceptance of Booking

An invoice for the deposit will be sent by return email, with various payment options.

Generally, 30% of the safari cost is required as a deposit to confirm your booking, with the balance being due 12 weeks before departure. Many lodges and camps have a non-refundable deposit requirement to confirm bookings, so the initial deposit payment is deemed a non-refundable deposit so travel insurance is mandatory – see below.

Payment of a deposit is deemed as acceptance of these terms and conditions.

### Information Pack

An information pack will be provided with the necessary and relevant details for the booking - including passport requirements, visas, vaccinations, luggage limits, tipping, packing lists etc.

### Personal Information

Some personal information is required – including full names, passport numbers, emergency contacts, dietary requirements etc. This information will only be used in relation to the booking and passed onto the lodge or camp as necessary.

### Passport and Visas

The onus is upon the guest to ensure that all passports and visas are valid for the countries visited and the expiry date of passports exceeds 6 months prior to departure from the countries visited. Kuyimba Trading cannot be held responsible for any visas not held by guests or for invalid or expired passports.

### Responsibility

The nature of travel is sometimes adventurous, and tours may involve some amount of personal risk, including injury, disease, loss or damage to property, inconvenience or discomfort. Neither Kuyimba Trading nor any person acting for, through or on behalf of Kuyimba Trading shall be liable for any loss or damage whatsoever arising from any cause whatsoever, whether occasioned by negligence or not.

### Cancellation

Any cancellation must be in writing and cancellation charges will apply.

The cancellation charges are expressed as a percentage of the total tour price and are as follows:

12 weeks before departure – deposit forfeited.                      10 weeks before departure – 50%

8 weeks before departure – 80%    6 weeks before departure - 100%

However, every effort will be made to recover and defer/refund payments on behalf of the guest (less any reasonable expenses incurred in the process), but we are bound by the cancellation terms of the various lodges & camps.

### Cancellation by Kuyimba Trading

Should we be forced to cancel a tour for any reason, all monies paid to the company will be refunded in full, barring any reasonable and irrecoverable expenses incurred prior to cancellation.

We shall not, however, be liable for any incidental expenses incurred by persons booked to travel.

*Kuyimba Trading*



P O Box 1254, Hoedspruit, 1380, South Africa

Tel: (+27) 15 793 0997    (+27) 76 800 7408

[info@kuyimba.com](mailto:info@kuyimba.com)    [www.kuyimba.com](http://www.kuyimba.com)

### Guides & Tour Leaders

We reserve the right to change the contracted guide or tour leader, and this change is not accepted as a valid reason for cancellation.

### Delays

Kuyimba Trading cannot be held liable for any delays due to airlines not running to schedule or due to a change in flight schedules.

### Insurance

It is essential that all guests be covered by insurance prior to departure.

This insurance must cover personal accident, medical expenses, loss of effects, repatriation costs, cancellation and curtailment expenses and all other expenses, which might arise as a result of loss, damage, injury, delay or inconvenience.

This insurance cover should be arranged at the time of payment of the deposit to cover you for cancellation from that time.

Kuyimba Trading has a facility in place with SATIB (Safari and Tourism Insurance Brokers) for cost effective and comprehensive travel insurance – SATIBgo <https://satib.co.za/satibgo/> (Ts and Cs apply).

This agreement is made subject to and shall be governed by and construed according to the laws of the country in which the tour takes place.

*Kuyimba Trading*



P O Box 1254, Hoedspruit, 1380, South Africa

Tel: (+27) 15 793 0997 (+27) 76 800 7408

[info@kuyimba.com](mailto:info@kuyimba.com) [www.kuyimba.com](http://www.kuyimba.com)