

BOOKING CONDITIONS

Brochure Validity

This brochure was published in March 2012. The information presented in this brochure was correct to the best of our knowledge at the time of printing but is subject to change without notice. Changes may occur since publication with respect to prices, itineraries, duration of holidays, service standards, tour content, airline fares and schedules. Please confirm details of your requirements at the time of booking to ascertain if there have been alterations to the tour you select before you book.

Reservations & Bookings

Bookings can be made with African Travel Specialists or through any licensed or AFTA Travel Agent in Australia.

Passenger Details

We require the correct full names of all people travelling in order to make bookings. The full names must match exactly each traveller's passport so as to avoid any problems with bookings. Should the wrong information be given, African Travel Specialists reserves the right to charge additional fees to cover administrative costs to re-book or re-ticket the bookings under the correct name.

Deposit & Balance

A non-refundable security deposit of 10% of the tour price, with a minimum of \$330.00 per person plus a signed booking form is payable at the time of booking. Payment of deposit represents acceptance of African Travel Specialists Terms & Conditions by the purchaser and/or passenger/s. The balance is payable 60 days prior to departure, or immediately if travelling within 60 days of booking.

Special Deposit Requirements

Some of the tours and ground arrangements such as Rovos Rail, Blue Train, Shongololo Safari Train, Fly-In Safaris and Lodge and Camping trips in Botswana, South Africa, Zimbabwe etc require a higher deposit to meet the tour operator's booking conditions. These are usually between 20% to 50% of tour cost. Please contact African Travel Specialists for further details on your particular trip.

Late Bookings and Amendment Fees

A late booking fee of \$100.00 per file will be charged for bookings made within 14 days of departure. Should you wish to amend your arrangements or transfer to another trip, due to the extra administrative and communications costs incurred, there will be an automatic fee charged of \$50.00 per amendment or transfer. Additionally, there may cancellation or amendment fees levied by the tour operator or fees may be applicable where arrangements have been pre-purchased. A land only fee of \$33.00 will be charged on land only bookings under 3 nights accommodation.

Prices

All prices are quoted in Australian Dollars and are current at the time of printing. They are generally valid from 31 December 2011 to 30 November 2012, although some tours, lodges, etc have different periods of validity so prices will vary accordingly. Most prices are based low season unless stated otherwise. All prices are indicative only and are subject to change at any time up to and including the day of departure.

GST

From 01 July 2000, the Australian government has introduced a 10% GST and even though at present overseas travel is exempt from GST, any service fees, courier, cancellation and amendment fees are subject to GST. We, therefore, reserve the right to vary the costing to incorporate the GST where applicable.

Included in Trip Price

Specific trip and accommodation inclusions are generally listed.

Breakdown of Costing

As all African Travel Specialists safaris, tours, packages, stopovers, car hire, train trips, fly-in safaris etc are based on confidential and specially negotiated rates, we reserve the right and will not give out nor supply a breakdown of costings at any time

Game Park Fees and Government Charges

Please refer to the particular trip for details, however, game park fees may be payable direct to the park authorities especially where the local

regulations require them not to be paid in advance. Game park fees are subject to change without notice. Also government charges, for example entrance fees to certain sites, are subject to change and/or increase without notice. ATS reserves the right to charge extra for either game park fees or any government charges, should they increase at any time even after full payment has been received, without notice.

Airport/Ticket Taxes

Ticket taxes, airport taxes etc are subject to change without notice. Some airport taxes are not included on your air ticket are payable on departure from some international airports in Africa. These are usually payable in US Dollars cash; exact amounts are required as no change is given.

Cancellation Fees and Refunds

Any cancellations must be received in writing and will take effect from the date it is received by African Travel Specialists. The following cancellation fees will apply for tour costs:

More than 60 days before departure:	Deposit
59 – 41 days before departure:	40%
40 – 31 days before departure:	60%
Under 30 days or less:	No refund

The exception are those amounts that can be refunded, such as airfares (less those amounts forfeited under airline regulations and loss of profit incurred by African Travel Specialists). Should payment be received outside 60 days, for example in the case when payment is made to avoid increases due to currency fluctuations, African Travel Specialists reserves the right to charge cancellation fees of up to 100%, especially where full payment has been made to our ground handlers, hoteliers, and airlines etc. Whilst insurance premiums are not refundable, should the reason for cancellation fall within the terms of the insurance cover, cancellation fees will normally be refunded by the insurance company. The non-issuance of an invoice or non-payment of deposit will not exempt passengers from these cancellation and administrative fees. We regret that we can make no exception to the charges and strongly recommend that insurance is taken out to cover cancellation fees (see Insurance below). There will be no refunds on unused tours, accommodation or other services.

Travel Insurance

It is a condition of booking that you are adequately insured for the full duration of your trip. We recommend a comprehensive travel insurance to cover cancellation, health requirements, luggage and additional expenses, in particular to cover emergency evacuation. Further we recommend a separate insurance cover for expensive camera and video and other equipment. Further we advise that insurance policies rarely cover for loss of cash. We strongly recommend that insurance be purchased at the time of booking. Should you not take out insurance, we cannot be held responsible for costs incurred including cancellation fees. Further we cannot be held responsible for fees arising from civil uprising, delayed flights or airline strikes on any circumstances beyond our control.

Passport

You should be in possession of a passport valid for at least 6 months beyond your intended stay in Africa with at least 6 spare visa pages.

Visa Requirements

Australian passport holders currently require visas for Zimbabwe and Zambia (issued on arrival at a fee), Tanzania, Kenya, and many West African, Central African and North African countries. Other nationalities require a re-entry permit to Australia and may require additional visas to the above. Please contact us for further details.

Vaccinations & Health

For most trips to Africa, the following vaccinations are recommended Yellow Fever, Typhoid, Meningitis, Hepatitis A, (Maybe Hepatitis B for longer visits), Polio, Diphtheria, Cholera, Tetanus and Malaria. Whilst these vary depending on the countries visited, length of time away and the type of accommodation and transport used, we do recommend that these

and your other health needs be discussed with your doctor or specialist travel medical centre. It is your responsibility to ensure that you have the appropriate vaccinations and documentation.

Currency

You should take most of your money in travellers cheques in US Dollars, Pounds or Euro. It is strongly recommended that you carry some US dollars cash in small denominations (not US\$100 bills), as well as credit cards such as Visa or Mastercard.

Extensions and Amendments

Not possible after a holiday has commenced.

Hotel and Tour Information

Whilst every effort is taken to ensure the accuracy of hotel and tour information, we rely on the information supplied to us. As all hotels and tour operators are constantly changing services and facilities, we cannot be liable for any errors or omissions caused by the hotels and operators concerned.

Changes In Itinerary

As we are only an agent for airlines, hotels, tour operators and other Service Providers (see below under "Responsibility") your booking may be required to be changed or cancelled due to circumstances outside our control; for example, if a hotel is overbooked or an airline changes its timetable or reschedules its flights or if a tour is cancelled. Further, at certain times of the year, due to heavy bookings, we may not be able to acquire the accommodation advertised. In this case, we will use alternative accommodation of a similar standard, or the next best available. Accordingly we reserve the right to vary your itinerary or cancel your booking at any time.

Not Included in the Holiday Cost

Costs of passports or visas, meals (other than those specified), all items of a personal nature such as excess baggage, telephone calls, laundry, room service, airport taxes and government taxes (other than accommodation taxes) any costs in Australia. Ticket taxes (usually shown and charged separately) any international taxes and travel Insurance.

Passenger Contact Advice

You must notify us or your travel agent of any changes of address or telephone numbers to ensure any variations to the arrangements can be notified within 24 hours.

Responsibilities

African Travel Specialists (a division of Four Corners Travel Group Pty Ltd ACN 004 712 734), (referred to as ATS) does not itself provide carriage services, accommodation, transport or tours. ATS acts as an agent for accommodation providers, air, coach, shipping, rail, and other carriage or transport providers, tour operators and other service and product providers (referred to as "Service Providers"). All products and services provided by Service Providers are provided on those Service Providers' own terms and conditions, which may include limitations and exclusions of liability. All bookings with ATS and all tickets, vouchers, receipts, coupons, exchange orders and other like documents issued to the client, are subject to each Service Provider's terms and conditions governing the provision of products and services to be provided by that Service Provider. ATS shall not be liable for any acts, omissions or defaults whether negligent or otherwise, of any Service Providers. ATS shall also not be liable (whether in contract, tort or otherwise) for any injury, illness, death, loss, damage, expense, delay or inconvenience resulting directly or indirectly from circumstances outside ATS's control, including acts of God, war, civil disturbance, strikes, fire, flood, acts of government or other authorities, breakdowns, accidents, disease, quarantine, medical or customs regulations, and alterations, cancellations or delays concerning itineraries, timetables or accommodation.

Contract

The contract between ATS and the client shall be governed by the laws of the State of Victoria. By making a booking with ATS, the client agrees to be bound by all the terms and conditions referred to in this brochure and in the ATS booking form.



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