

Terms and Conditions

Introduction

Welcome to **Best Time In Africa Safaris**. By accessing or using our website and services, you agree to comply with and be bound by the following terms and conditions. Please read them carefully before making any bookings or using our services. If you disagree with any part of these terms, you may not access or use our services.

Booking and Payments

1. **Booking Confirmation:** All bookings made through Best Time In Africa Safaris are subject to availability and are not confirmed until full payment is received.
2. **Payment Terms:** A deposit of 50% of the total booking cost is required to secure your booking. The remaining balance must be paid 14 days before the trip starts unless otherwise specified.
3. **Payment Methods:** We accept bank transfers, credit cards, and other payment methods as specified on our website.

Cancellation and Refund Policy

1. **Cancellation by the Customer:**
 - Cancellations made 30 days or more before the departure date are eligible for a full refund, minus any transaction fees.
 - Cancellations made less than 30 days before departure will incur a 50% cancellation fee.
 - Cancellations made less than 14 days before departure are non-refundable.
2. **Cancellation by Us:** In the unlikely event that we have to cancel a booking due to unforeseen circumstances (such as natural disasters, travel restrictions, or safety concerns), you will receive a full refund or be offered an alternative booking option.

Health and Safety

1. **Health Requirements:** It is the responsibility of the customer to ensure they are in good health before undertaking a safari or tour. Any pre-existing medical conditions should be disclosed to us during the booking process.
2. **Insurance:** All customers must have valid travel insurance that covers medical expenses, personal injury, and repatriation in case of emergency.
3. **Liability:** While we take every measure to ensure the safety and security of our customers, Best Time In Africa Safaris will not be held liable for any injury, illness, or loss of personal belongings during the safari or tour.

Code of Conduct

1. **Respect for Wildlife:** Safaris involve visiting natural habitats. All guests are required to follow the instructions of the tour guide and refrain from disturbing wildlife.

2. **Environmental Responsibility:** We are committed to eco-friendly tourism. Guests are expected to respect the environment by not littering or causing harm to the ecosystem.

Use of Real-Time Reporting Platform

1. **Guest Reporting Platform:** Best Time In Africa Safaris provides a real-time guest reporting platform for guests to report on their trip progress to and from the lodge.
2. **How It Works:** Guests will receive an email with instructions on using the platform before their trip begins. Reports include information on airport pickups, trip experiences, and lodge arrivals.
3. **Data Protection:** Personal information shared on the platform will be handled according to our Privacy Policy, and will only be used to improve our services and ensure guest safety.

Changes to Itinerary

1. **Modifications by Us:** We reserve the right to make minor changes to itineraries due to operational, safety, or logistical reasons. Major changes will be communicated to the customer as soon as possible.
2. **Changes by Customer:** If you wish to change your itinerary after booking, we will make every effort to accommodate the request, but changes are subject to availability and may incur additional charges.

Dispute Resolution

Any disputes arising from your use of our services will be governed by the laws of the Republic of South Africa. Any disputes will be settled through negotiation, mediation, or, if necessary, legal proceedings in the appropriate South African courts.

Contact Information

For any questions or concerns regarding these terms, please contact us:

Best Time In Africa Safaris

Location: Enhlazeni, Mpumalanga, South Africa

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