



MAVROS SAFARIS STANDARD TERMS & CONDITIONS OVERVIEW

- a. This contract shall come into force upon receipt by the travelling party
- b. Rates are quoted in United States Dollars and are inclusive of VAT and Government Tourism Levy.
- c. Payment policies are 30% deposit to secure a booking and 100% of scheduled flights. Cancellation policies are dictated by the contracted lodges as well as our policies..
- d. Any pricing which includes a third-party component, such as National Parks fees or fuel surcharges for light aircraft, may be changed should these fees be increased.
- e. All rates are referred to the quoted pro-forma invoice
- f. Clients are responsible for contracting travel health insurance (including medical evacuation), ensuring passport and visa requirements are met, and informing us of any medical or dietary requirements.
- g. Clients acknowledge and assume all risk associated with travel and Mavros Safaris will not be held liable for accident or bodily harm or death.
- h. Mavros Safaris is Financially Bonded with Towergate Travel through Zurich Insurance PLC in accordance with UK Package Travel Regulations.

GENERAL TERMS AND CONDITIONS

Mavros Safaris may work as the tour operator, or may contract another tour operator in the country of travel. Tours arranged by Mavros Safaris themselves and in their own name, and Tours arranged by other Tour Operators and for which Mavros Safaris only acts as agent. For each tour booking the responsible Tour Operator is named. The terms and conditions which follow apply only to tours offered and arranged by Mavros Safaris themselves. For tours arranged by other Tour Operators but for which Mavros Safaris only acts as agent, the terms and conditions of the operator of the tour apply, and for such tours Mavros Safaris does not accept responsibility as Tour Operator.

1. Settlement of the Tour Contract

1.1 With the booking of a tour, the traveller enters into a binding contract with Mavros Safaris. The contract is also binding on all fellow travellers on whose behalf the traveller has made the booking and he/she has to accept the responsibility for their contractual obligations, like for his/her own. The contract becomes effective when Mavros Safaris accepts the booking. Mavros Safaris will provide the traveller with a confirmation of the tour in writing or in text form either at the time of accepting the booking or immediately when the contract is settled.

1.2 Should the contents of the confirmation of the tour deviate from the contents of the booking, it implies a new proposal from Mavros Safaris. In such a case, the tour contract, based on the new proposal, becomes effective only when the traveller explicitly expresses his/her acceptance of the new proposal through, for example, payment of the travelling costs.

2. Payment

i. Payment policy

- i. A booking will be treated as provisional and will be cancelled until such time that 30% of total reservation value has been paid by the client to Mavros Safaris within the provided time frame
- ii. At confirmation: 30% of the total reservation value will be required within the stipulated time frame on the pro-forma invoice, and 100% of all scheduled flights will be required. 100% Gorilla Permits will be required.
- iii. 45-Days prior to travel: 100% of total reservation value; if a final payment is not made by the due date and Mavros Safaris has contacted the client to make every effort to secure final payment, Mavros Safaris has the right to cancel the booking along with the cancellation policy fees

ii. Cancellation policy

- i. Accommodation cancellation policies are dictated by the cancellation policy of the lodges and can be provided upon request for each booking. We will always do our best to negotiate fees for our clients. This is a general guideline:
 - 1. After booking confirmation – 30% cancellation charge
 - 2. 45 days or less prior to travel – 100% cancellation charge
- ii. Flight reservations are subject to the terms of the ticket issued.
- iii. An FIT and local cancellation will only be accepted in writing and is subject to the following cancellation charges, unless specified otherwise by contracted lodges. Refunds are subject to fees*:

- iv. * Refunds to credit cards: the relevant cancellation fee, less a 6 percent credit card surcharge and an administrative charge. • Direct bank deposits: the relevant cancellation fee, less actual bank charges debited by Mavros Safaris's bankers, less an administrative charge. • Forex transfers: the relevant cancellation fee, less actual bank charges debited by Mavros Safaris bankers, less an administrative charge. • Cash payments: the relevant administration charges, less actual bank charges debited by Mavros Safaris bankers, less an administrative charge.

3. Obligations

3.1 The contents of the tour contract is exclusively determined by the descriptions, illustrations and price quotations in the prospectus which is valid for the time frame indicated, or a similar tour description copy from Mavros Safaris. Changes or additional agreements which deviate from the tour conditions or obligation descriptions offered in the quotation, need the explicit confirmation by Mavros Safaris. In the case of valid, important and unforeseeable reasons, Mavros Safaris, before the contract is finalised, reserves the right to announce a change in the catalogue as well as the prospectus, about which the traveller must be informed before finalising the booking.

3.2 In case of bona fide unforeseen circumstances, e.g. a fire in booked accommodation or the cancellation of a flight, over which Mavros Safaris has no control whatsoever and which occur after the finalisation of a contract, Mavros Safaris reserves the right to make changes in the bookings or flights to best suit the traveller and to least upset his/her itinerary. Mavros Safaris, however, is obligated to inform the traveller about such changes immediately.

4. Price Adjustments

4.1 Should the tour only start after four months or longer after the tour contract had been finalised, Mavros Safaris reserves the right – in the case of an increase in transport costs or fees for specific obligations, like harbour or airport duties, or changes in the exchange rates applicable to the specific tour – to change the costs accordingly. The client must be informed about this.

5. Acceptance of responsibility claims by the traveller and his/her obligations

5.1 The traveller must immediately point out any shortcomings/faults in the travel arrangements or service to the tour leader. If the tour leader does not agree or is not accessible, the local agency or Mavros Safaris must immediately be informed of the shortcomings/faults and be requested to remedy the problem.

5.2 Mavros Safaris can remedy the problem by offering substitute arrangements of equal value. Mavros Safaris can, however, also refuse redress if it requires disproportionate expenditure to the original costs of the arrangements.

6. Liability limitation

6 It is the responsibility of the client to contract travel insurance, including health insurance and emergency medical evacuation.

6.1 Mavros Safaris is not liable for the nonexecution/interruption or dissatisfaction of services related to events which were negotiated solely as services from a third party (e.g. sport events, theatre visits, exhibitions, excursions etc.) and for services which generally and specifically were described as additional activities.

6.2 The traveller acknowledges that the nature of the trip is adventurous and participation involves a degree of personal risk. You will be visiting places where the political, cultural and geographical attributes may present dangers and physical challenges greater than those present in our normal daily lives. We use all available information in assessing safety and advising precautions, however there may still be inherent risks due to the nature of the activity and you need to take all reasonable precautions at all times. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you assume the personal risks attendant upon such travel.

6.3 Additional risks and dangers may arise including, but not limited to, hazards of traveling in undeveloped areas, hazards of travel by boat, train, automobile, aircraft and other means of conveyance, animal interactions, forces of nature, political unrest, other unrest, hazardous local customs and practices, differing levels of sanitation, differing standards of safety, risks associated with water, food, plants, insects and differing animal regulation, accident or illness in areas lacking means of rapid evacuation or medical facilities, and acts of national and local governments and unrest and acts of others against governments. These risks are not an exhaustive list but are examples of many kinds of risks. You are voluntarily participating in these activities with the knowledge that there are significant dangers involved, and you hereby agree to accept any and all risks. As lawful consideration for the agreement with Mavros Safaris to participate in such trips and activities you agree you will not make a claim against Mavros Safaris or its personnel or sue for bodily injury, emotional trauma, death, property loss or damage or other loss, cost or expense, however caused, as a result of or related to your contracting for, travelling to or from, or in any and every other way participating in the trip. You release Mavros Safaris, its related companies and its personnel from any and all claims, known or unknown, arising from contracting for, travelling to or from, and in any and every way participating in a trip. This release of liability and assumption of risk agreement is entered into on behalf of you and all members of your family and party, also including minors accompanying you. This agreement also binds your heirs, legal representatives and assigns.

6.4 Where the guest occupies a motorcoach seat fitted with a safety belt, neither Mavros Safaris nor the Operator nor its agents or co-operating organizations or service providers will be liable for any injury, illness or death or for any loss or damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn at the time of such an accident or incident. This exclusion and limitation of liability shall not be used to imply that the Operator or its agents or affiliated entities are liable in other circumstances

6.5 Pandemic or War Force Majeur Special Conditions - Mavros Safaris is not liable for quarantine measures or flight changes due to Covid related curtailment or testing positive for Covid. Full travel insurance is recommended to protect for these measures.

If within 30 days of arrival there is a world pandemic declared or war in any territory involved in traveling for this itinerary, and which is preventing guests from traveling to the African destinations used in this trip, then we are prepared to re-book a future date (at the same rate as booked, if paid in full, except if the new dated falls in a higher rate season or suppliers do not honor the same prices). Prices may increase that are out of our control such as hotels, taxes, vat, park fees, levies, airline price changes.

Travel restrictions will include the following:

- - The Government in the guest's country of residence has a ban on non-essential/leisure travel
- - The African Government(s), being visited, impose travel restrictions preventing the guest from travelling into or within the African countries being visited.
- - Borders are closed to all International travelers or to travelers from the guest's country of residence
- - All possible International flights are cancelled preventing the guest from travelling to Africa.
- - Guests are prevented from boarding a flight or entering Africa on account of health screening.
- - Guests have contracted a pandemic and are under medical treatment or in quarantine up to 48 hours prior to travel.

If the client chooses to cancel due to one of the reasons above, then we will negotiate with each supplier the best possible refund. In the case of a refund, Mavros Safaris will retain their 10% consulting/admin fee for their services rendered, and refund what they are able to negotiate and collect from each supplier depending on their COVID-19 conditions at the time. Should a client choose to change the dates or postpone a trip and there is NO force Majeur in place, then Mavros Safaris may charge a consulting/service fee to re negotiate and re book this trip, equal to 5% of the net estimated amounts.

7. Passport, Visa and Health regulations

7.1 Mavros Safaris informs travellers about passport, visa and health regulations. For travellers who have citizenship of other countries or who are stateless, Mavros Safaris fulfils its information obligation by referring them to the relevant Consulate for information. For the correctness of the information provided by the Consulates, however, Mavros Safaris cannot accept responsibility and is not liable when regulations are not met.

7.2 The traveller him/herself is responsible for the observance of the rules and regulations regarding passport, visa, health and foreign exchange matters during the tour.

8. Insurance

8.1 It is recommended that insurance against withdrawal or non-execution from the tour by the traveller be taken out at the same time when the booking is made.

9. Exemption from claims and time elapse

9.1 The traveller has to lodge any claims regarding the non-contractual fulfilment of the tour, with Mavros Safaris, within one month after the contractual planned conclusion of the tour. Mavros Safaris recommends that these claims be lodged in writing. After expiry of the deadline the traveller can only lodge claims when he/she was prevented, through no fault of his/her own, from observing the deadline.

9.2 Contractual claims due to noncontractual fulfilment of the tour become null and void one year after the completion of the tour according to the contract.

10. Financial Protection

Mavros Safaris Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with " The Package Travel and Linked Travel Arrangements Regulations 2018" all passengers booking with Mavros Safaris Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Mavros Safaris Ltd. This insurance has been arranged by Townergate Travel through Zurich Insurance PLC.

Claims

In the unlikely event of Insolvency, you must Inform Townergate Travel immediately on +44 (0) 1932 334140 or by email at tcs@towergate.co.uk . Please ensure you retain the booking confirmation as evidence of cover and value.

Policy exclusions: This policy will not cover any monies paid for Travel Insurance or any claim relating to Air Flights. If you have booked flights as part of your travel, you should ensure that the company with which you booked the flights has the appropriate CAA/ATOL bonds in place.



CompanyNumber10895643

Head office: 104-106 Fullam Road, London SW3 6HS, UK

Zimbabwe office: 10 Barnes Avenue, The Grange, Harare, Zimbabwe

Tel +44 2038246000

e-mail: explore@mavrossafaris.com www.mavrossafaris.com