Booking Terms & Conditions.

The following Your Safari Ltd Terms & conditions, general information and the supplementary information, form the basis of your contract with Your Safari Ltd and The Traveller, 'The Company', 'we', 'us'. Your Safari Ltd, of registered address: The Lodge 93 Normanston Drive Oulton Broad Lowestoft Suffolk NR32 2PX is registered in England & wales under number 6673386.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that: He or She has read these Your Safari Ltd Terms & conditions and has the authority to and does agree to be bound by them;

They consents to our use of information in accordance with our Privacy Policy detailed in paragraph 9.
He / She is over 18 years of age and where placing an order for services with age restrictions declares that he / she and all members of the appropriate age to purchase those services.

Making your booking.

Once your final itinerary has been agreed between Your Safari Ltd and yourselves, a 25% deposit of the full amount of the safari is required to confirm the booking. Please note that if you are booking 12 weeks or less before departure then full payment is required at the time of booking. Subject to availability, Your Safari will confirm acceptance of your booking by issuing a confirmation invoice. A binding contract comes into existence between you and Your Safari when a Confirmation Invoice is despatched to you. If Your Safari cannot accept your booking, any payment you have made to Your Safari will be refunded. Special requests should be indicated at the time of booking or made in writing to Your Safari as soon as possible. Your Safari will try to arrange for reasonable special requests to be met, but cannot guarantee that they will be, nor will failure to meet any special request be a breach of contract on Your Safari's part.

Other suppliers.

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the supplier of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision.

Your Financial Protection.

Your Safari 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, Package Tours Regulations" all passengers booking with Your Safari Ltd are fully protected for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. Your money is fully protected and paid into an independent Trust Account, managed by Protected Trust Services Ltd of 307-315 Holdenhurst Rd, Boscombe, Bournemouth BH8 8BX and its Trustees, chartered accountants - Elman Wall Ltd of 8th Floor, Becket House, 36 Old Jewry, London EC2R 8DD. Protected Trust Services - details can be found here.

Your responsibilities.

It is your responsibility to ensure that visa, passports, vaccination certificates and other health documents are in order before departure. Advice on health requirements may be obtained from your GP or alternatively read the leaflet Advice on Health for Travellers which is available from the Dept of Health.
Your Safari is unable to accept responsibility for any decisions, actions, losses or delays in relation to any failure to obtain or carry the correct documentation and the consequential effect it may have on the visit itself, except where caused by the negligence of Your Safari or any of its employees. Your Safari will not be liable for clients missing flights as a result of late check-ins, and no refunds will be given if you fail to take up any component of your arrangement.
If, in the reasonable opinion of Your Safari or of any other person in authority you or any member of your party behaves in such a manner as to cause or likely to cause danger, distress or annoyance to others or damage to property, your (or the person(s) concerned) arrangements may be terminated by Your Safari or the supplier concerned. In such an event, you must pay any compensation or meet any costs or expenses which you and / or Your Safari incur as a result.
Travel insurance is mandatory on all our trips. We reserve the right to terminate your booking if you fail to obtain travel insurance. Particular care should be taken to ensure that you have adequate cover, in particular for cancellation and emergency repatriation in the event of medical problems.

The Responsibilities of Your Safari.

Please note, in comparison with more conventional locations, the destinations you chose (which may include very remote areas) may not achieve the level of sophistication and development that might normally be expected. Facilities in

some areas will be found to be of a basic nature and more appropriate to the local culture than foreign tourists.

Subject to these if we or our suppliers perform or arrange your contracted holiday arrangements negligently, we will pay you reasonable compensation. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:-

i the act(s) and / or omissions(s) of the person(s) affected;

ii the act(s) and / or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseen or unavoidable; or

iii unusual or unforeseeable circumstances beyond our, and, or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or

iv an event with either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

We do not exclude or limit any liability to our clients which may arise from proven negligence by any person employed directly by us or by suppliers and subcontractors, servants or agents of the same whilst acting in the course of their employment (other than air and sea carriers performing any domestic internal or international carriage of whatsoever kind) in respect of death, bodily injury or illness. Such liabilities shall be subject to English law and all proceedings shall be within the exclusive domain of the English courts.

Your Safari's acceptance of liability in this clause is conditional upon you assigning to Your Safari ask rights you may have against any third party in any way responsible for personal injury, illness, death, deficiency or difficulty in question and upon you giving your full co-operation to Your Safari and / or its insurers.

When booking your flights or transportation, we strongly advise you to only book fully flexible fares, which can be cancelled or changed without charge prior to departure. Your Safari will not be held responsible or liable should flights be cancelled, amended or your fail to reach the point at which the services offered by Your Safari commence.

Force Majeure. Except where otherwise expressly stated in the Terms and Conditions, Your Safari regrets it cannot accept liability or pay any compensation where the performance of prompt performance of its contractual obligations are prevented or affected by or you otherwise suffer any damage or loss as a result of 'Force Majeure'. In these Terms and Conditions, 'Force Majeure' means any event which Your Safari or the supplier of the service(s) in question could not, even with due care, foresee or avoid. Such events may include war, or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events beyond Your

Safari's control. UK foreign office advice against travel to an area for the above reasons will be treated as 'Force Majeure'

Price Policy.

After a confirmation invoice has been issued, the price of your arrangements is still subject to the possibility of surcharges in certain limited circumstances. However, subject to the correction of errors, a surcharge will only be levied to reflect increases in transportation costs (including fuel), dues, taxes (including a change to either foreign or UK VAT), fees chargeable, or adverse variations in exchange rates which have been used to calculate the price of your arrangements. Surcharges will be notified by a Supplementary Invoice sent to you. Your Safari undertakes however, not to levy a surcharge within 10 weeks (70 days) of departure except in the circumstance set out in (a) above and:
Even when our costs increase as set out in 5. (a) above, Your Safari will absorb a total equivalent to 2% of the cost of your confirmed arrangements (excluding insurance premiums and amendment charges). Only if the increased exceed this 2% will Your Safari levy a surcharge. If a surcharge made would increase the total price of your arrangements (excluding insurance premiums and amendment charges) by 10% or more, you may cancel your booking with 14 days of the date of issue of the supplementary invoice and obtain a full refund of all payments made to Your Safari, except for insurance premiums and any amendment charges previously incurred.
The financial commitments made above by Your Safari in respect of the booking means that no refunds can be made in the event of exchange rate fluctuations or decrease in cost.
Please note, changes and errors occasionally occur. You must check the price of your chosen arrangements at the time of booking.

Amendments & Cancellation.

Amendments by you.
While Your Safari will make every effort to assist if you wish to alter your arrangements it cannot guarantee it will be able to meet such requirements. Requests for an amendment must be made in writing, by the signatory of the booking. In the event of an amendment all communication charges and other expenses and all costs and charges incurred or imposed by any of our suppliers will be payable by you. If you change your booking less than 10 weeks before departure, this will be treated as a cancellation by you and a re-booking, and the normal cancellation charges detailed in paragraph 6(b) below will apply.

Cancellation by you.

Should you or another member of your party need to cancel your arrangements, you must tell us in writing. Your notice of cancellation will only be effective when it is received in writing at our offices. As we incur costs from the time we confirm your booking the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated in the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges (which are non-refundable)
Period before departure from when written notification is received by us:

Cancellation charge per person cancelling:

141 days or more Deposit only
140 days – 71 days 30% of total tour cost
70 days – 56 days 50% of total tour cost
55 days or less 100% of total tour cost

Please note that any cancellation is subject to payment of a administration fee £100 per person plus any associated costs of the cancellation imposed by the suppliers. The Company reserves the right to pass on to the client any cancellation charges imposed by its suppliers which are in excess of the cancellation charges set up above. Insurance premiums and amendment charges are non-refundable. If your cancellation falls within the provisions of your travel insurance policy you may be able to make a claim which must be made direct to your insurance company.

Amendments and Cancellations by Your Safari before departure.

We take great care to provide the tour arrangements that have been confirmed, but we must retain the right to modify or cancel any tour, accommodation or arrangement. Most changes are minor. Occasionally we have to make a 'significant change'. 'Significant changes' in these booking conditions include the following changes when made before departure; – a change in destination or a change to a lower official classification or standard or accommodation for the whole or a major part of the time you are away.

In such circumstances, we will inform you as soon as possible. Should the change be such that it significantly alters the nature of the tour (as defined above), we shall give you the choice of an alternative tour or a refund except in unavoidable and extraordinary events are events that neither we nor the suppliers of any service(s) in question could, even with all due care, foresee or

avoid. Such events include, without limitation, war (whether actual or threatened), civil unrest, riot, strife, terrorist activity and/or its consequences or the threat of such activity, health risks, infectious disease, epidemics and pandemics and government measures to combat such outbreaks, riot, the act of any government or other national or local authority or the act of any airport, port or river authorities, unforeseeable technical problems with transport, airport, port or airspace closure restriction or congestion; flight or other travel restrictions imposed by any government, regulatory authority or other third party; industrial dispute, sanctions, lock closure, natural or nuclear disaster, fire, flood, adverse weather conditions, volcanic eruption, chemical or biological disaster, consequences of Brexit and all similar events outside our or the concerned supplier's control.

Complaints.

If you are unhappy with a service of facility provided in connection with your arrangements, you should address your complaint immediately to Your Safari, and if relevant, to the management of the hotel or other supplier whose services are involved, so that Your Safari will have an opportunity to correct the matter whilst you are away.
Try to get the problem resolved locally however, you must write to us with 28 days of your return to the UK giving your booking information and full details of your complaint. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint promptly and this may affect your rights under this contract. These Terms and Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of in connection with our contract or booking will be dealt with by the Courts which lie within the United Kingdom.

Privacy Policy.

The process of booking your holiday requires that we use the personal data you provide such as your name and address. In addition we may need some sensitive personal data such as special needs or dietary preferences etc. This information is passed on to the hotels and any other suppliers of your travel arrangements on a 'need to know' basis. If we cannot pass this information on to the relevant suppliers, we cannot accept your booking. In making a booking, you consent to this information being passed on to the relevant persons. The information may also be provided to public authorities, as required by law. You should also be aware that controls on data protection in many of the countries we deal with are not as strong as the UK. We will however not pass your information on to any person not

responsible for part of your travel arrangements unless required to do so by law. Please view our full Privacy Policy

Health & Safety.

Travelling with Your Safari is a wonderful chance to experience a stunning array of cultures, landscapes, ecosystems and activities. At the heart of this experience are the differences between our respective ways of life. You should understand that this means that standards of health and safety will not be the same as in the UK and may often be lower. Fire Safety. When you arrive in a hotel, take a moment to familiarise yourself with the fire procedures, your escape routes and the nearest fire exit. Be especially careful about this if you are staying in a hotel that is more than two storeys high. Take a torch with you and have it within reach by your bedside. If you are aware that a fire escape is locked, please alert a member of staff immediately to ensure that this is attended to.

Hotel Lifts.

Lift safety regulations vary from country to country. Be aware that safeguards required in the UK may not be present. Never use the lift in the event of a fire alert.

Swimming Pools.

The vast majority of pools will not have lifeguards, depth markings or non-slip surfaces around them. Take a moment to familiarise yourself with the layout and depth of the pool. Be aware of any hidden and / or submerged objects. In the event of an emergency, know how to get help. Avoid using the pool when alone, at night and after consuming alcohol or food. We recommend that diving into a pool is to be avoided AT ALL TIMES and would request that you take heed of this warning. Examples of serious injuries sustained by holidaymakers diving into pools are well documented and permanent paralysis or fatality is not uncommon where person mis-use swimming pools – please use your common sense!

Gas Safety.

Carbon Monoxide (CO) is a chemical compound of carbon and oxygen. It has no colour, taste or smell and is extremely poisonous. Gas stoves, fires and boilers, gas powered water heaters, paraffin heaters, solid fuel powered stoves, boilers and room heaters are all capable of producing CO if or appropriately installed and maintained. You can tell a gas appliance is working correctly by observing the flame. A yellow / orange flame is evidence of possible CO presence. A 'healthy'

flame should be a crisp, vibrant blue. Symptoms of CO poisoning can easily be confused with flu, severe headaches, nausea, dizziness and general lethargy. Sever CO poisoning makes the body turn a cherry-red colour. If you suspect CO poisoning get into fresh air as quickly as possible and call for medical help. Make sure that you can, open doors and windows. If your room has a heating appliance, which of necessity is being used constantly, always try to ensure that ventilation is present, by having a window slightly open.

Electrical Appliances.

Please exercise caution when using electrical appliances. When using your own appliances be sure to use relevant adaptors and converters. Never use sockets or appliances where bare wires are showing and alert management in this event. Be wary of using locally-purchased electrical appliances such as phone or game chargers as these are often not up to UK or EU safety standards and fires have been known to occur.

Activities.

Among the great appeals of travelling abroad is the opportunity to experience a huge variety and choice of different activities and excursions. Local safety standards that apply to these activities will not be the same as in the UK and may be significantly lower. Always follow the guides' instructions. If you ever have cause to feel nervous about safety of an activity or excursion then do not go. Report your concerns to the guide, local contact and Your Safari at the earliest opportunity. Remember that if you choose to take an excursion or activity on holiday which is not pre-arranged and paid for through Your Safari at the time of booking, as part of your package, Your Safari has no legal responsibility for any injury, loss or illness which may arise as a result, so take care when considering optional activities. Getting around when travelling by foot, be careful crossing roads, particularly in cities. When travelling by taxi, make sure it is licensed, ideally you should ask your hotel / lodge / restaurant to call one for you. When travelling in a hire vehicle or Your Safari vehicle, we recommend that you use seat belts. If travelling by hire car, familiarise yourself with local regulations and laws before setting off. Check all tyres, including the spare. Check oil, water and petrol. Always obey the speed limits, never drink and drive. Drive in the daytime whenever possible and be aware of distances between petrol stations. Drive defensively and be aware that potholes and random speed bumps are common.

Local Environment.

Please be aware of local conditions that maybe affected by the following; climate, disease, altitude, fire, adverse weather conditions and proximity to wildlife and animals.

Pre-existing Medical Conditions and Disabilities.

Please make sure that Your Safari is aware of any pre-existing medical conditions or disabilities which could affect your holiday. Please ensure that you travel with sufficient supplies of medication. When flying always pack enough medication in your hand luggage to tide you over should flights be delayed or your hold luggage goes missing.

Access to Medical Facilities.

During your holiday you are likely to be travelling in areas well away from medical facilities such as doctors, pharmacists and accident and emergency units. Your travel insurance must include sufficient cover for emergency medical evacuation, by air if necessary.

Travel Insurance.

It is your responsibility to ensure that you are fully and adequately insured for the duration of your holiday. Take time to confirm that all activities, excursions and destinations are included. Ideally your cover would include, but not be limited to adequate: medical, legal, cancellation, delay and personal possession cover.

Know Before You Go.

Please check the Foreign and Commonwealth Office travel website at www.fro.gov.uk/travel or call 0845 8502829 to help you make informed decisions about your safety abroad.

Letting Us Know.

You should always use your common sense whilst on holiday. If you ever have cause to feel nervous about the safety of an activity, excursion, mode of transport or hotel then please report this to us immediately. Report your concerns to the supplier on the ground (this could be your hotel or activity leader for instance). You should also inform your guide, local contact and Your Safari at the earliest opportunity.

Legal Policy Website Terms & Conditions.

The information on this website is provided solely for the purpose of providing general background information about Your Safari Limited. While Your Safari Limited has taken all reasonable steps to ensure the accuracy of all the information on this website at the time of its inclusion, Your Safari Limited cannot accept liabilities for any inaccuracies or omissions. ALL INFORMATION THIS WEBSITE IS PROVIDED ON AN "AS IS" BASIS AND WITHOUT WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY KIND EITHER EXPRESSED OR IMPLIED. IN ADDITION, YOUR SAFARI LIMITED HEREBY EXCLUDES ALL LIABILITY FOR ANY DIRECT, INDIRECT OR CONSEQUENTIAL LOSS ARISING FROM ACCESS TO OR USE OF THIS WEBSITE OR ANY RELIANCE PLACED ON ANY OF THE INFORMATION CONTAINED IN OR OTHERWISE OBTAINED FROM IT. Your Safari Limited assumes no obligation to update the content of this website but reserves the right to make changes to the website generally at any time without notice. No warranty or representation is made or given that the operation of the website will be error free or uninterrupted or that this website or the server that makes it available are free of viruses or other harmful or destructive components. Additionally, Your Safari Limited cannot accept responsibility for the accuracy of any information which may be accessed through the website by the use of hypertext links to sites provided by other organisations, nor will Your Safari Limited be held liable for any loss or damage arising from such use.

Traveller Code.

In light of our dedication to the conservation of the environment, a fair economic benefit for local communities and the preservation of cultural values, we ask you to read the Code before departing on your trip. We hope this will serve not only to ensure the sustainability of the areas you are visiting, but also to improve the quality of your experience overall. Before you travel, try to learn about the local culture and traditions. A little time spent researching the unique customs of the region you will be visiting can avoid embarrassment and offence, as well as providing a useful insight. Openness and a willingness to learn about the differences between foreign cultures and our own can open many doors, especially when combined with a tolerance of those differences. The notes in your itinerary are there to help you with specific information on the cultural sensitivities of your holiday destination. Try to remember that it is the cultural differences that will make your trip special.
When packing for your trip, consider taking clothes, shoes and toys that you would be happy to leave behind. Pens and notebooks make nice gifts for children, but please try to buy these abroad rather than taking them with you from the UK.

A few words learnt in a local language can be greatly appreciated and can open the doors to amore "authentic" experience. Likewise, listening to local music and reading local literature will really help you get the most out of your trip.

Consider adopting cultural practices where appropriate but without being patronising. Try to make sure you know how to dress appropriately in places of worship or significance.

In many regions of the world it is considered offensive to take someone's photograph without obtaining their permission beforehand. Please try not to be offended should they decline, even if you do not understand why. Also please note that flash photography can be damaging to artwork.

You can help to respect and care for the local environment in many ways, such as not picking wild flowers or plants, disposing of litter responsibly and aiming to recycle what you can. Ensure bottled water is locally produced and not imported. You may well have purchased additional items for your trip, remember to recycle any packaging that these came in before you travel and bring such items such as batteries back to the UK to be recycled responsibly.

You can help to preserve resources by complying with local environmental initiatives. If your hotel has a policy for reusing sheets or towels, support this as often as you feel you can. Remember to turn off lights and electrical equipment in your room if you are not using them – for example, you could turn televisions off fully rather than leaving them on standby, turn off air-conditioning units when they are not needed or when you leave the room. Do not leave your mobile phone / I-Pod / laptop connected to power supplies of the internet. Water is often a precious resource so try to keep your usage of it to a minimum, both in your hotel room and whenever possible throughout your trip.

When visiting national parks, stick to set paths in order to preserve the natural habitats and leave animals undisturbed. Keeping noise to a minimum also helps and allows you to enjoy the sights and sounds of nature or simply the peace and quiet.

Ancient artefacts or products made from endangered animals or plants that are on sale were probably acquired illegally, so refusing to buy them is not only in the interests of the local people, the environment and travellers who follow you, but it will avoid any conflict with police and customs. Try to make time for a visit to IFAW (The International Fund for Animal Welfare) before travelling and be aware that some craft encourage deforestation. If in doubt, please do not purchase.

It is estimated that as much as 90p in every pond spent by visitors can leave the host country, but we are trying to ensure that as much of your money as possible stays in the local area by supporting community run and locally owned business. You can help us, for example by trying to eat in locally owned restaurants and ordering local drinks and produce rather than requesting international brands. You can encourage local community initiatives such as handmade crafts

by buying locally produced souvenirs.

Different cultures have different attitudes to tipping, bartering and begging so ask locally for advice so as not to offend. Keep a light heart and a big smile when bargaining and try to remember that small amounts can mean a lot more to your vendor than you.

It sometimes takes a hard heart not to give money to beggars, but remember that if a person earns more begging than someone who works for a living it may encourage the practice and cause problems for the local economy furthermore giving money to children might dissuade parents form sending them to school. If you would like to make a donation to the country you have visited, please talk to Kathryn directly and she will be able to recommend a charity or project that will welcome your donation.

If you are worried about the environmental impact of your trip, you may wish to offset the carbon emissions from your flight. Please see below.

Ultimately, we strive to ensure that a visit from any client travelling with us leaves a destination better rather than worse off and we value your co-operation in helping us to attain this goal whilst also enjoying your holiday to the full.