

# Booking Conditions & GENERAL INFORMATION



## ITINERARY DETOURS AND LIABILITY

The tour itinerary, which the client acknowledges having been provided with, will, insofar as is possible, follow the published itinerary in the current Drifters' brochure/website. Due, however, to the nature of the tours, the environment in which they take place and the distances covered, clients should expect delays, detours and changes to the itinerary. If, in the sole discretion of Drifters, it becomes necessary, either for safety or any other reason, to deviate from the published itinerary, an alternative will, where possible, be offered. Drifters reserves the right to offer alternative accommodation/venue and/or an activity/ies of a similar or higher standard at any stage during the tour, should the advertised accommodation/venue /activity/ies not be available for any reason. Drifters will under no circumstances be liable for any such deviation or resultant delay and clients will not become entitled to a refund either in full or in part or any other compensation as a result of any necessary detour, deviation from itinerary or delay.

## PRICE INCLUSIONS/EXCLUSIONS

The tour price includes transportation for the duration of the tour, accommodation, the required equipment (tents, cutlery, cooking utensils etc.), permits and entry fees, hire costs (boats etc.), professional guides, meals, tea, coffee and tap water, all in accordance with the published Drifters' brochure. Anything additional to the above including, but not limited to, soft drinks, alcohol, bottled water, restaurant meals, activities listed as "optional" in the brochure and any items of a personal nature are for the client's own expense.

## BOOKING PROCEDURE

If you wish to make a reservation it is advisable first to contact your agent or DRIFTERS to ensure that there is still space available on the particular venture or tour. If so then complete the booking form and send it along with a 10% NON-REFUNDABLE deposit to confirm your reservation. IF THE FULL AMOUNT IS NOT PAID AS STIPULATED BY YOUR AGENT OR PRIOR TO DEPARTURE DATE OF SUCH TOUR/VENTURE, DRIFTERS may, at our own discretion and without notice, be entitled to regard the booking as cancelled and to re-book the vacancy. Late applicants may join tours/ventures on an accommodation available basis.

## INSURANCE AND MEDICAL

Comprehensive adequate travel insurance is a compulsory condition of participation in the tour and is the responsibility of the client. The travel insurance must include but not be limited to the following benefits:

- Personal accident cover including accidental death
- Emergency medical assistance including rescue expenses
- Emergency transportation or repatriation expenses
- Legal assistance
- Assistance with recovery or replacement of lost documents
- Emergency travel and accommodation arrangements
- Curtailment or cancellation of the tour.

The suggested minimum cover for the above is USD\$60 0000. Drifters will not be liable for any expense incurred in respect of any of the above eventualities. The client warrants (promises) that he/she/they is in a sufficiently good physical and mental condition to take part in the tour and activities associated with the tour, having regard to the client's general state of health, fitness and medical requirements. The client warrants, agrees and accepts that in the event of any accident, illness, harm or injury arising from participating in the tour and any activity associated therewith: the client consents to receiving any medical treatment which may be deemed advisable by Drifters. In particular, but without imposing any obligation upon Drifters, the client hereby authorises Drifters or any authorised representative of Drifters to give permission, on the client's behalf, should a situation arise whereby any emergency operation or medical treatment is required by him/her/them and to incur, on his/her/their behalf, all expenses arising therefrom, which the client undertakes to repay on demand; Drifters shall endeavour to procure the provision of the immediate treatment of the client and the evacuation/transfer of the client to the nearest available medical care centre/doctor, which medical care centre/doctor may be remote, and the client acknowledges that whilst awaiting and during evacuation, medical assistance may be limited or non-existent.

## LEAVING THE TOUR

Should a client decide to curtail a tour for any reason whatsoever, no refund will become payable and the client shall be solely responsible for arranging and paying for all travel and other costs associated therewith, the client acknowledging that Drifters would in all likelihood be obliged to continue with the tour for the benefit of its other clients participating in the tour.

## PARTICIPATION

The assistance of clients in the daily activities forming part of the tour is essential. Clients will be expected to assist with the preparation of meals, setting up and taking down of camp (camping tours) and with other necessary daily chores. Clients will further be expected to adhere to the hygiene guidelines and requirements as specified by their guide. Participation in, and involvement of this nature will greatly enhance the degree of satisfaction and enjoyment clients derive from the tour.

## GROUP SIZE AND AGE

Our group size usually numbers between 4 and 18 clients. By travelling in small groups, it means that we don't invade wilderness areas and can avoid wasting time in constantly having to wait for people. It also enables us to maintain a far more personal service to our clients. From our experience our groups are normally made up of international groups of individuals, couples and sometimes groups of friends.

## MONEY AND CURRENCIES

Each tour will require different amounts of spending money, depending on the length of the tour and the individual needs of the client. Clients should budget for soft drinks, alcohol, restaurant meals and other items of a personal nature. Credit cards are not generally accepted in countries north of South Africa. Clients are advised to bring spending money in US Dollars and in small denominations. Tipping is part of Africa's culture, a reward for good service: 10% to 15% is the norm.

## TRANSPORT AND DISTANCES

Hino trucks, Mini busses and Land Cruisers are amongst the vehicles operated on the tour, all chosen for their practicality and reliability. Vehicles seat up to 18 clients, depending on the application. The vehicles are not air-conditioned but are designed with customer safety and comfort in mind. Although the daily distances are well balanced, on certain days distances of up to 800 km are travelled.

## GUIDES AND INSTRUCTIONS

Drifters' guides are all full-time, professional guides, chosen for their knowledge of the environment, their experience and ability. All guides are registered with the Field Guides Association and Tourism authorities. To ensure the safety and enjoyment of the group, the guide's instructions must be adhered to.

## ACCOMMODATION

Depending on the tour, accommodation will be provided in tents, lodges, bungalows and rondawels (African style huts). Occasionally you may sleep under the stars. Accommodation is based on twin sharing. Single clients will be paired off with suitable roommates unless a single supplement is paid. When camping, Drifters provide camp beds but for added comfort and insulation clients may wish to bring along an inflatable sleeping mattress.

## EQUIPMENT, SLEEPING BAGS AND NECESSARY ITEMS

All tour equipment including cooking and camping equipment, utensils, plates, tents, chairs and the like are provided. Clients are required to bring sleeping bags, small pillows and towels as well as toiletries and other personal items they may require for the tour. Sleeping bags can be hired/purchased from Drifters but this must be arranged prior to departure.

## LUGGAGE ALLOWANCE

Baggage on all tours is limited to one large bag (barrel bag or internal framed backpack) weighing a maximum of 20kg and a small hand luggage bag or camera bag per person. In order to prevent complications on vehicles, boats and other transportation, this allowance must be adhered to.

## LAUNDRY

A rudimentary laundry service is provided at some overnight stops. This service is only intended as a basic service for clothes and towels. Drifters will not be responsible for any loss damage or destruction incurred when making use of these third party services.

## SMOKING

In accordance with South African legal requirements, smoking will not be permitted in our vehicles or in public spaces. We will however make regular stops for photographs and smoke breaks.

## VISAS AND BORDERS

Although every possible assistance will be offered, it is the client's sole responsibility to ensure that they have the required visas and paperwork to ensure trouble free border crossings.

## OPTIONAL ACTIVITIES

Various optional activities are available during the course of our tours. These include white water rafting, bungee jumping, quad biking, etc. All of these activities are run by independent operators and Drifters cannot be held responsible should they not be available, or for any loss, damage, illness, injury or death suffered whilst participating in any optional activities and which shall be undertaken at the sole risk of the client.

## CANCELLATION PROCEDURE

Cancellation of any booking must be received in writing and acknowledged by DRIFTERS. If a booking is cancelled with the consent of DRIFTERS, the latter shall retain the full deposit. Should a person cancel a tour/venture and cannot find an immediate replacement:

- a) If DRIFTERS has 4 weeks or more notice, only the deposit is forfeited.
- b) If DRIFTERS has less than 4 weeks notice, the deposit and in addition a cancellation fee will be payable by the client as follows:
  - 27-21 days 40% of total fare
  - 20-14 days 60% of total fare
  - 13-0 days 100% of total fare
- c) If you fail to join a tour/venture or join it after departure, or leave it prior to its completion, no reimbursement whatsoever will be made. Please Note: Due to the high demand in Gorilla permits for the Uganda tour, the Drifters office will only confirm your tour departure once the permit is secured. Once the Uganda tour booking is confirmed, the Gorilla Permit will be automatically pre-booked and paid for. The guest/s will then be liable for full payment of the permit even if the tour is cancelled.

## GENERAL

No addition to or variation, consensual cancellation, or novation [the substitution of a new contract in place of an old one] of this agreement and no waiver of any right arising from this agreement, shall be of any force or effect unless reduced to writing and signed by an authorised representative of Drifters by means of a handwritten signature. No provision in this agreement shall be interpreted to the disadvantage of any party, by reason of such party having or being deemed to have structured, drafted or introduced such provision(s) or by reason of the extent to which any party or its professional advisors participated in the preparation of this agreement, and accordingly the rule of interpretation against the draftsman shall not be applied in the interpretation of this agreement. All the terms and conditions contained in this agreement, notwithstanding the manner in which they are grouped together or grammatically linked, are separated and severable from each other, if any term or condition is held to be unenforceable by any law or competent authority, such provision shall be severable from this agreement and shall not affect the remaining clauses, which shall remain of full force and effect. If any such term or condition is or becomes severable from any other term(s) or condition(s), then such severance shall not affect the validity of any other term or condition contained in this agreement. All the information contained in any brochure, catalogue or any website (or which accompanies, or forms part of any offer made by Drifters, is subject to alteration at any time without prior notice and Drifters will not be bound to comply exactly therewith. Drifters shall not be liable for any inaccuracies in any brochures or other information supplied by it and shall not be liable for any accidents or happenings arising out of such faulty information.