

TERMS & CONDITIONS

TRAVEL PRICE

- 1.1. The travel price of your offer is updated daily and is subject to changes until confirmed.
- 1.2. Any increases imposed by government authorities—such as changes in National Park fees, VAT rates, or visa-related charges—may be passed on to the client and invoiced at any time prior to travel.
- 1.3. National flights booked through us can only be made after full payment of the flight costs has been received.
- 1.4. For the booking of all domestic flights, a processing fee of between 10%-15% of the flight price will be charged, which we already include in your offer.

TRAVEL CONFIRMATION

- 2.1. With your travel confirmation you offer Terra Nova a binding confirmation of the travel contract. The basis of your offer is the travel advertisement and all additional information on our part for the respective trip.
- 2.2. The travel contract is concluded when Terra Nova receives the declaration of acceptance.
- 2.3. As a customer and / or traveller, you are responsible for all contractual obligations of travellers for whom you are booking.

PAYMENT

- 3.1. Upon confirmation of the contract, a deposit of 25% of the total price is due
- 3.2. The balance of 75% is due no later than 45 days prior to arrival date. An invoice will be sent to you separately which contains our bank details.
- 3.3. Payments may be made by EFT. Should you wish to make payment by Master or Visa Card a 4% surcharge will be added to your invoice to cover the standard Credit Card charges. We do not accept American Express or Diners Card

CANCELLATION FEES

- 4.1. Cancellations are only valid if received by Terra Nova in writing
- 4.2. In case of cancellation, the following cancellations fees are applicable (in % of travel price):

31 days or more prior to arrival date	25%
30-23 days prior to arrival date	45%
22-16 days prior to arrival date	60%
15-6 days prior to arrival date	80%
less than 5 days prior to arrival date / or on the day of arrival / or upon no-show	95%

If suppliers charge us higher cancellation fees than the above, we are eligible to increase the fees applying. Upon confirming the booking, each traveller should consider comprehensive travel, medical, cancellation, curtailment, and default insurance for the duration of the trip. Due to the remote areas in which we operate, it is vital that all our guests are covered for emergencies and other unforeseen circumstances. We will not be held responsible for any guest travelling without insurance. The relevant cancellation policy applies should the guest fail to join or missed connections. Please ensure adequate travel insurance is in place for this eventuality.

SPECIAL REQUESTS

- 5.1. We are happy to accept special requests without obligation and strive to meet them as best we can.
- 5.2. Please note that non-chargeable special requests of any form (such as requests for a certain room location, etc.) are not an integral part of the contract.

ENTRY REQUIREMENTS

- 6.1. Visitors to Southern Africa (e.g. South Africa, Namibia, Botswana etc.) must hold a passport that is valid for at least 30 days beyond the intended departure date, together with onward travel documents and proof of accommodation.
- 6.2. In addition, each country visited generally requires at least 2 consecutive/side by side blank pages on entry for both visas and stamps. Should the itinerary include more than one country, excluding the country of departure and return, the passport must provide enough blank visa pages (not endorsement pages) for all visas required. Should there be insufficient blank pages in a passport then entry into a country could be denied
- 6.3. Any applicable visas, visa costs and/or relevant documentation are entirely at the responsibility of the traveller and have to be verified with the travel agent and/or relevant consulate concerning visa entry requirements and, if extending the journey to other countries, visa entry requirements for those countries as well.
- 6.4. All necessary visas must be issued prior to departure from the home country (unless these can be obtained on arrival) as Terra Nova, its staff, agents and operators cannot be held liable should entry be denied.
- 6.5. Should a visa payment be required on arrival this will need to be made in cash. Change is often not provided and thus the exact amounts payable is essential. Travellers Cheques and Credit Cards are usually not accepted for this purpose.
- 6.6. The above itinerary may include camps/lodges that are situated in Malaria and Yellow Fever areas. Please consult a medical practitioner, pharmacist, or travel clinic to establish what precautions and/or vaccinations will be required.

CHECK-IN / CHECK-OUT

- 7.1. Please note that check-in at your accommodation is generally between 14h00 and 15h00. Please notify the property if your check-in will be late at night. Check-Out times are generally between 09h00 and 11h00 on the day of departure.

INDEMNITY

Terra Nova Tours act only as agent for the suppliers of transportation, accommodations, food, and other goods and services provided to the passenger. All arrangements for transport, accommodations, and services are made upon the express condition that Terra Nova Tours shall not be liable for any direct, indirect, consequential, or incidental damage, injury, loss, accident, delay, or irregularity of any kind occasioned by reason of any act or omission beyond its control, including, without limitation, any act of negligence or breach of contract of any third party such as an airline, train, hotel, restaurant, ground handler, etc., who is to or does supply any goods or services for the tour. Without limiting the foregoing, Terra Nova Tours is not responsible for any losses or expenses due to delay or changes in schedule, overbooking of accommodations, default of any third parties, sickness, weather, strikes, acts of God, acts of terrorism, war, quarantine, pandemics, criminal activity, or for any other cause beyond its control.

Safari programs may take travellers into close contact with wild animals. Rangers and guides should brief passengers accordingly, however, neither Terra Nova Tours nor their employees can be held responsible for any injury or accident while on safari.

DISCLAIMER

It is important to note that Terra Nova Tours acts only as an agent for the suppliers of transportation, accommodations, food, and other goods and services provided to the traveller. In the event of a cancellation of services by the client where cancellation fees would usually apply, should any suppliers be willing to offer a credit to the traveller, Terra Nova Tours cannot be held responsible for any losses incurred to the client should the supplier cease to operate. While Terra Nova Tours makes every effort to ensure that its suppliers follow the necessary steps to ensure the health and safety of travellers, including the travel safe pandemic protocol, Terra Nova Tours cannot be held liable for any defaults by the supplier.