



GREATER AFRICA TRAVEL (PTY) LTD

Terms and Conditions of Booking, Travel & DMC

These Terms and Conditions apply to all quotations, itineraries, bookings, reservations, travel arrangements and related services arranged, booked or facilitated by Greater Africa Travel (Pty) Ltd for travel within the African continent, the Indian Ocean Islands and any related international, regional or domestic travel sectors forming part of an itinerary.

By requesting a quotation, confirming a booking, paying a deposit, making any payment, accepting travel documents, or commencing travel, the Booking Party and all Tour Participants are deemed to have read, understood and accepted these Terms and Conditions.

1. Definitions and Interpretation

1.1. In these Terms and Conditions, unless the context indicates otherwise:

- a. **“Greater Africa Travel”, “we”, “us” or “our”** means Greater Africa Travel (Pty) Ltd, including its directors, shareholders, employees, representatives, consultants, agents, affiliates and associated parties.
- b. **“Booking Party”** means the person, company, agent, travel advisor, tour operator or representative who requests, confirms, pays for, or is responsible for a booking on behalf of one or more Tour Participants.
- c. **“Client” or “Tour Participant”** means any person travelling, participating in, or benefiting from any itinerary, tour, accommodation, transfer, flight, activity or travel service arranged or facilitated by Greater Africa Travel.
- d. **“Supplier” or “Service Provider”** means any third-party provider appointed, reserved, contracted or used in connection with the booking, including but not limited to lodges, hotels, camps, airlines, air charter operators, transfer companies, guides, activity providers, vehicle rental companies, ferry operators, cruise operators, restaurants, ground handlers, parks, conservation bodies and local destination management companies.
- e. **“Itinerary”** means any proposed or confirmed travel programme, quotation, schedule, accommodation arrangement, activity, transfer, flight, service or combination of travel services arranged or facilitated by Greater Africa Travel.
- f. **“Force Majeure”** means any event or circumstance beyond the reasonable control of Greater Africa Travel or any Supplier, including but not limited to acts of God, natural disasters, adverse weather, fire, flood, drought, cyclone, epidemic, pandemic, health crisis, quarantine requirement, border closure, government action, visa restriction, war, civil unrest, terrorism, threat of terrorism, strike, labour disruption, airline disruption, airport closure, road closure, political instability, wildlife-related incidents, power failure, communication failure, supplier insolvency, technical failure, logistical disruption, exchange control restriction, currency fluctuation or any other event beyond our control.

1.2. Words importing the singular include the plural and vice versa.

1.3. The Booking Party warrants that it has authority to accept these Terms and Conditions on behalf of all Tour Participants included in the booking.

1.4. Where there is any uncertainty in the interpretation of these Terms and Conditions, they shall not be interpreted against Greater Africa Travel merely because Greater Africa Travel prepared them.

2. Role of Greater Africa Travel and Use of Suppliers

2.1. Greater Africa Travel acts as a travel arranger, booking agent and intermediary. We compile, reserve and facilitate travel arrangements using independent Suppliers.

2.2. Greater Africa Travel does not own, manage, operate or directly control the aircraft, accommodation, vehicles, boats, activities, lodges, hotels, restaurants, guides, parks or other services provided by Suppliers, unless expressly stated in writing.

2.3. All travel services are subject to the terms, conditions, rules, tariffs, cancellation policies, indemnities, safety procedures and operational requirements of the relevant Suppliers.

2.4. Greater Africa Travel will take reasonable care to select reputable Suppliers and to arrange services in accordance with the confirmed itinerary. However, we cannot accept liability for any act, omission, error, delay, cancellation, overbooking, accident, loss, injury, death, damage, expense, service failure, insolvency, schedule change, operational decision or default by any Supplier.

2.5. Where a Supplier's terms and conditions are stricter than these Terms and Conditions, the Supplier's terms and conditions shall apply in addition to, and where necessary in priority to, these Terms and Conditions.

2.6. The Booking Party and Tour Participants acknowledge that travel within Africa and the Indian Ocean Islands may involve remote areas, small aircraft, charter flights, boat transfers, wildlife areas, variable road conditions, seasonal weather, limited medical facilities, changing local regulations and operational circumstances that may require flexibility.

3. Quotations and Availability

3.1. All quotations are provided subject to availability at the time of booking confirmation and payment.

3.2. Please note that a quotation does not secure a provisional booking unless confirmed in writing

3.3. Quoted prices may change before confirmation due to availability, exchange rate fluctuations, airfare changes, fuel costs, park fees, conservation levies, government taxes, supplier increases, seasonal rate changes, changes in itinerary, changes in rooming configuration, changes in group size, or any circumstances beyond our control.

3.4. Accommodation and services are subject to availability and may not always be available in the preferred sequence, location, room type or category. Where the requested option is unavailable, we may propose suitable alternatives, which may affect the price, but will be communicated in such case.

3.5. Unless specifically stated in the quotation, prices exclude international flights, regional flights, domestic flights, visa fees, travel insurance, vaccinations, medical costs, gratuities, meals, drinks, optional activities, personal expenses, excess luggage charges and any services not expressly listed as included.

3.6. Should any errors and omissions occur, Greater Africa Travel reserves the right to correct any obvious pricing, typographical or itinerary error.

4. Booking Confirmation

4.1. A booking is only confirmed once Greater Africa Travel has received written confirmation from the Booking Party and the required deposit or full payment has been received and cleared in our bank account.

4.2. Upon confirmation, these Terms and Conditions become binding immediately and the cancellation policy applies.

4.3. Greater Africa Travel may request passenger information, passport details, dates of birth, dietary requirements, medical information, emergency contact details, travel insurance details and any other information required by Suppliers.

4.4. Failure to provide accurate information timeously may result in cancellation, incorrect reservations, additional costs, denied boarding, denied entry, denied participation in activities, or other consequences, all of which shall be for the Client's account.

4.5. Confirmed bookings are non-transferable unless Greater Africa Travel and all relevant Suppliers agree otherwise in writing.

5. General Terms for Deposits, Payments and Bank Charges

Note: The below are general terms and may change. Subject to supplier and service providers terms and conditions.

5.1. A deposit of 30% of the total booking value, or such other deposit amount as stated on the quotation or invoice, is required to secure a booking.

- 5.2. Deposits are non-refundable unless expressly agreed otherwise in writing or unless a Supplier's confirmed policy allows otherwise.
- 5.3. The balance of payment is due 60 days prior to the scheduled date of arrival or commencement of travel, unless otherwise stated in writing.
- 5.4. For bookings confirmed within 60 days of travel, full payment is required immediately upon confirmation.
- 5.5. Certain services may require earlier or full payment at the time of confirmation, including but not limited to flights, air charters, special offers, peak-season bookings, private villas, exclusive-use properties, gorilla or chimpanzee permits, conservation permits, rail journeys, cruises, private guides, vehicle rental, event bookings and non-refundable Supplier arrangements.
- 5.6. Air tickets and certain Supplier services may not be guaranteed until full payment has been received and tickets or vouchers have been issued.
- 5.7. Greater Africa Travel will not release final travel documents, vouchers, tickets or confirmations until full payment has been received and cleared.
- 5.8. No Client will be permitted to commence travel or use travel services where payment has not been received in full.
- 5.9. All bank charges, foreign exchange charges, transfer fees, intermediary bank fees and payment processing charges are for the account of the Booking Party or Client.
- 5.10. Payment must be made using the invoice number or booking reference supplied by Greater Africa Travel. The Booking Party remains responsible for ensuring that payment is correctly made and identified.
- 5.11. If payment is not received by the due date, Greater Africa Travel may cancel the booking, and the applicable cancellation fees may apply.

6. Flights, Air Charters and Ticketing

- 6.1. Flights are subject to the terms and conditions of the relevant airline, air charter operator or ticketing provider.
- 6.2. Full payment is required at the time of flight confirmation. Please note that airfares can change until tickets are issued. All prices are quoted in South African Rand, and any increases that occur before payment reflects in our account or before corporate clients complete their approval process may affect the final amount.
- 6.3. Air tickets are generally non-refundable and non-transferable unless the applicable fare rules expressly state otherwise.
- 6.4. The Booking Party/Client is responsible for providing the full names and surnames of all travellers exactly as they appear in their passports. Any error, correction, reissue, denied boarding or additional cost arising from incorrect passenger details may be charged from the airline seat reservations and billed to the booking party/client. Copies of passports for all passengers required to ensure correct booking details entered.
- 6.5. Flight schedule changes, delays, cancellations, missed connections, rerouting or airline disruptions are outside the control of Greater Africa Travel (Pty) Ltd. Any resulting additional accommodation, transfer, meal, activity, ticketing, rebooking or cancellation costs are for the Client's account.
- 6.6. Greater Africa Travel recommends allowing sufficient connection time between flights, including at least 2 to 3 hours for regional or international connections, and longer where baggage collection, immigration, customs, terminal changes or separate tickets are involved.
- 6.7. Travel in remote safari or island destinations may involve small aircraft or charter aircraft. Strict luggage restrictions may apply, including restrictions on weight, size, type of bag and soft-sided luggage.
- 6.8. Non-compliance with luggage restrictions may result in additional charges, luggage being left behind, the need to book an additional seat or aircraft, or denied carriage. These costs are for the Client's account.
- 6.9. Unless expressly stated otherwise, internal air transfers are quoted on a seat-rate basis. Departure times are usually determined by the air charter operator and may only be confirmed shortly before travel. The aircraft may carry other

passengers and may stop at other airstrips before reaching the Client's destination, if not booked on a private charter basis.

7. Transfers, Activities and Shared Services

7.1. Unless expressly stated otherwise, road transfers, boat transfers, air transfers, activities, excursions and game drives are quoted on a shared or scheduled basis, unless stated otherwise.

7.2. Private services are only included where expressly stated in writing.

7.3. Activity participation may be subject to Supplier rules relating to age, weight, height, fitness, medical conditions, weather, safety, wildlife movement, water levels, tides, road conditions, park regulations and guide discretion.

7.4. Suppliers may refuse participation where they reasonably believe that a Client's participation may be unsafe or unsuitable. No refund is guaranteed in such circumstances.

8. Amendments, Date Changes and Postponements

8.1. Any request to amend, reduce, postpone or change a confirmed booking must be made in writing.

8.2. Amendments, date changes and postponements are subject to availability, Supplier approval, seasonal price changes, annual rate increases, currency fluctuations, administration fees and any Supplier penalties.

8.3. A postponement or date change may be treated as a cancellation and rebooking, depending on the terms and conditions of the relevant Supplier, lodge, airline, transfer company, guide, activity provider, vehicle rental company, accommodation provider or other service provider.

8.4. Any modification that results in a reduced cost or reduced value of the booking, including but not limited to fewer travellers, fewer rooms, fewer nights, fewer services, changed travel dates, removed activities, removed transfers or removed flights, may be treated as a partial or full cancellation. Subject to provider's terms and conditions.

8.5. Any such partial or full cancellation will be subject to the applicable cancellation fees and Supplier terms and conditions.

8.6. Date changes, amendments and postponements may result in administration fees, seasonal increases, annual rate increases, exchange rate differences, increased Supplier rates, changes in taxes, levies, park fees, conservation fees, flight costs or other additional costs, all of which will be for the Client's account.

8.7. Where a booking has already been postponed, transferred, amended to new dates, or where a credit voucher has been issued or utilised, any subsequent cancellation will result in 100% of the total booking amount being non-refundable.

8.8. Any future use of a postponed booking or credit voucher will remain subject to availability, Supplier terms, seasonal or annual rate increases, currency fluctuations, changes in taxes, levies, park fees, conservation fees, flight costs and any other applicable increases.

8.9. A credit voucher, postponed booking or transferred booking has no cash value unless expressly agreed in writing by Greater Africa Travel and the relevant Suppliers.

8.10. Greater Africa Travel will advocate on the Client's behalf to obtain the most favourable outcome reasonably possible, but cannot guarantee that any Supplier will waive, reduce, refund or credit any cancellation fee, amendment fee or other charge.

9. Cancellation by the Booking Party and/or Client

9.1. To confirm a booking, a non-refundable deposit of 30% of the total booking value is required, unless a different deposit amount is stated in writing by Greater Africa Travel (Pty) Ltd.

9.2. The remaining balance is due 60 days prior to the Client's scheduled arrival date or commencement of travel, unless otherwise agreed in writing.

9.3. Greater Africa Travel will endeavour to send a payment reminder closer to the balance due date. However, the responsibility remains with the Booking Party and/or Client to ensure that payment is made in full and on time.

9.4. If full payment is not received by the due date, Greater Africa Travel may be forced to cancel the booking, subject to the service provider and property's terms and conditions. In such circumstances, the cancellation fees set out in this section may apply. This will be treated on a case-to-case basis and we will advocate on your behalf, and try our best to find the best outcome.

9.5. Any cancellation of a confirmed booking must be made in writing by the Booking Party or Client.

9.6. Cancellation will only be effective once acknowledged in writing by Greater Africa Travel.

9.7. The effective cancellation date will be the date on which Greater Africa Travel receives the written cancellation notice during ordinary business hours.

9.8. Unless a stricter Supplier, lodge, charter/shuttle airline, transfer company, guide, activity provider, vehicle rental company, accommodation provider or other service provider policy applies, the following cancellation fees will apply.

For all amendments, date changes and or postponements, please refer to Section 8.

General terms and condition

Note: The below are general terms and may change. Subject to supplier and service providers terms and conditions.

a. From confirmation of booking until 61 days prior to arrival: either the non-refundable deposit paid or 30% of the total booking value, whichever amount is higher, will be retained.

b. 60 days or less prior to arrival: 100% of the total booking value becomes non-refundable.

9.9. No refund will be made for no-shows, late arrivals, unused services, missed services, early departures, voluntary curtailment, or any portion of the itinerary not used by the Client.

9.10. Certain services may be partially or fully non-refundable from the time of confirmation, including but not limited to flights, air charters, permits, special offers, peak-season bookings, private villas, exclusive-use properties, vehicle rentals, guides, activities, transfers and any Supplier services booked on non-refundable or stricter terms.

9.11. Where any Supplier's cancellation policy is stricter than Greater Africa Travel's cancellation policy, the Supplier's stricter policy will apply in addition to these Terms and Conditions.

9.12. If the number of travellers, rooms, nights or services is reduced after confirmation, the reduction may be treated as a cancellation in respect of the cancelled portion and cancellation fees may apply.

9.13. Greater Africa Travel may charge reasonable administration fees for processing cancellations, postponements, refunds, credits, rebookings and amendments.

9.14. Verified exceptional circumstances may be considered fairly and reasonably, but no refund, waiver or credit is guaranteed unless confirmed in writing by Greater Africa Travel and the relevant Suppliers.

10. Cancellation, Changes or Disruption by Suppliers

10.1. Greater Africa Travel is not liable for cancellations, delays, schedule changes, overbookings, service changes, route changes, accommodation changes, operational decisions, safety decisions or other disruptions caused by Suppliers or circumstances beyond our control.

10.2. If a Supplier cancels or changes a service, Greater Africa Travel will use reasonable efforts to assist with alternatives, subject to availability and any additional costs.

10.3. Any additional costs arising from Supplier changes, including accommodation, transfers, flights, activities, meals, permits or rebooking fees, are for the Client's account unless the Supplier expressly accepts liability. Greater Africa Travel will use reasonable efforts to assist with alternatives, subject to availability and any additional costs.

10.4. Refunds or credits from Suppliers are subject to the Supplier's own policies and actual receipt of funds by Greater Africa Travel. Greater Africa Travel will use reasonable efforts to assist with alternatives, subject to availability and any additional costs.

11. Refunds and Chargebacks

11.1. Any refund, credit or waiver is subject to these Terms and Conditions, the terms and conditions of the relevant Suppliers, and Greater Africa Travel actually receiving the applicable refund or credit from those Suppliers.

11.2. Refunds are not guaranteed and are subject to Supplier policies, cancellation terms, amendment terms, payment terms and the actual recovery of funds from Suppliers.

11.3. Any approved refund may be reduced by non-refundable Supplier charges, administration fees, bank charges, card fees, foreign exchange losses, currency conversion differences and any costs already incurred.

11.4. Refunds, where applicable, may take time to process due to Supplier timelines, banking processes, foreign exchange requirements and payment-provider procedures.

11.5. Greater Africa Travel will not be liable for any losses, costs, shortfalls, chargebacks, reversals, disputes or claims where Suppliers are unable or unwilling to refund Greater Africa Travel.

11.6. The Booking Party and Client agree to hold Greater Africa Travel harmless against any loss, cost, chargeback, reversal, dispute or claim where Suppliers are unable or unwilling to refund Greater Africa Travel, even where a card issuer, bank or third party has authorised or processed a chargeback or refund claim.

11.7. Greater Africa Travel shall not be responsible for any unauthorised, disputed or unexpected charges made directly to a Supplier, hotel, lodge, airline, activity provider or other third party to the Client's/Booking Party's card. The Client/Booking Party must resolve such charges directly with the charging party. Greater Africa Travel (Pty) Ltd, will endeavour to assist where possible.

12. Force Majeure

12.1. Greater Africa Travel shall not be liable for any failure, delay, cancellation, amendment, loss, damage, injury, death, expense or inconvenience caused by Force Majeure.

12.2. In the event of Force Majeure, Greater Africa Travel will use reasonable efforts to assist the Client, but cannot guarantee refunds, credits, alternative arrangements, route changes, accommodation changes, evacuation, repatriation or reimbursement.

12.3. Force Majeure-related cancellations, postponements or amendments may still attract Supplier penalties and Greater Africa Travel administration fees.

12.4. Any additional costs arising from Force Majeure, including accommodation, flights, transfers, meals, medical expenses, quarantine, evacuation, repatriation, visa changes, testing, itinerary changes or missed services, are for the Client's account.

13. Travel Insurance

13.1. Comprehensive travel insurance is strongly recommended for all Clients and may be compulsory for certain bookings or destinations.

13.2. Insurance should be purchased at the time of booking confirmation.

13.3. Insurance should cover, at a minimum, cancellation, curtailment, postponement, medical expenses, emergency evacuation, hospitalisation, repatriation, death, injury, baggage loss, baggage damage, theft, travel delays, missed connections, Supplier insolvency, Force Majeure events and all activities included in the itinerary.

13.4. The Client is responsible for ensuring that the insurance policy is adequate for the destination, activities, duration of travel, age of travellers, pre-existing medical conditions and all risks associated with the itinerary.

13.5. Greater Africa Travel is not liable for any uninsured or underinsured loss, claim, expense or damage.

14. Passports, Visas, Minors and Travel Documents

- 14.1. The Client is responsible for ensuring that all passports, visas, permits, birth certificates, parental consents, vaccination certificates, health documents, travel insurance documents and other travel documents are valid and correct.
- 14.2. Passports should generally be valid for at least six months after the date of return and should contain sufficient blank visa pages, but the Client must verify the specific requirements for each destination and transit point.
- 14.3. Clients travelling with minors are responsible for complying with all applicable laws, airline rules and border requirements relating to children, guardianship, consent and documentation.
- 14.4. Greater Africa Travel is not liable for denied boarding, denied entry, deportation, fines, penalties, delays, cancellation, additional costs or losses arising from incorrect, incomplete, invalid or insufficient travel documents.
- 14.5. The Client must check all itineraries, vouchers, tickets and travel documents issued by Greater Africa Travel and notify us immediately of any errors.

15. Health, Medical Conditions and Fitness to Travel

- 15.1. Clients are responsible for obtaining professional medical advice before travel, including advice on vaccinations, malaria precautions, yellow fever requirements, medication, fitness to travel and destination-specific health risks.
- 15.2. Clients must disclose any pre-existing medical condition, disability, allergy, dietary restriction, pregnancy, mobility limitation, medication requirement or other condition that may affect travel arrangements, safety or participation in activities.
- 15.3. Any omission, inaccurate disclosure or late disclosure that results in additional cost, denied participation, itinerary changes or cancellation shall be for the Client's account.
- 15.4. Clients are responsible for carrying all necessary medication in their hand luggage and ensuring that medication is lawful and permitted in all destinations and transit points.
- 15.5. Medical facilities in remote African and Indian Ocean destinations may be limited. Emergency evacuation can be costly and delayed by weather, distance, aircraft availability, park rules, government restrictions or other circumstances.

16. Children, Age Restrictions and Special Requirements

- 16.1. The Booking Party and/or Client must advise the ages of all children at quotation stage and before confirmation.
- 16.2. Some Suppliers impose age restrictions, child-sharing rules, private vehicle requirements, family room requirements, activity restrictions or safety requirements.
- 16.3. Any additional cost arising from incorrect or omitted child ages or special requirements shall be for the Client's account, if not specified at quotation stage and before confirmation.
- 16.4. Children must be supervised by a parent, guardian or responsible adult at all times, unless child-minding has been arranged.

17. Weight, Mobility and Operational Restrictions

- 17.1. The Booking Party and/or Client must advise Greater Africa Travel before confirmation if any individual has reduced mobility, requires assistance, uses a wheelchair, has special access requirements, or may require special seating, equipment or support.
- 17.2. Weight and mobility information may affect aircraft loading, vehicle allocation, room selection, activity participation, safety planning and pricing. Weights need to be given before confirmation and if so, before balance due in this regard.
- 17.3. Any omission that results in additional costs, denied participation, special arrangements or cancellation shall be for the Client's account.

18. The Booking Party and/or Client Conduct and Safety

- 18.1. The Booking Party and/or Clients must comply with all reasonable instructions, safety briefings, Supplier rules, guide directions, park regulations, airline rules, lodge rules and local laws.

18.2. Greater Africa Travel and Suppliers may refuse service, remove the Booking Party and/or Client's from an activity, or terminate arrangements where a Client and/or Booking Party behaves unlawfully, dangerously, abusively, disruptively, negligently, under the influence of alcohol or drugs, or in a manner that risks harm to themselves, others, wildlife, property or the environment.

18.3. No refund is guaranteed where services are refused or terminated due to the Booking Party and/or Client's misconduct.

18.4. The Booking Party and/or Clients are responsible for any loss, damage, injury, fine, penalty or expense caused by their conduct.

19. Wildlife, Adventure and Destination Risks

19.1. Clients acknowledge that travel in Africa and the Indian Ocean Islands may involve inherent risks, including wildlife encounters, remote locations, uneven terrain, marine conditions, weather events, tropical diseases, insects, reptiles, road conditions, political instability, limited emergency services, adventure activities and other hazards.

19.2. Participation in safari, marine, walking, boating, diving, snorkelling, trekking, gorilla or chimpanzee tracking, helicopter, ballooning, quad biking, canoeing, mokoro, horse riding or other adventure activities is voluntary and undertaken at the Client's own risk, subject to applicable law.

19.3. Clients must consider their own fitness, health, confidence and ability before participating in any activity.

20. Itinerary Changes

20.1. Greater Africa Travel and Suppliers reserve the right to change routes, schedules, accommodation, activities, transport, guides, aircraft, vehicles or services where reasonably required due to availability, safety, weather, wildlife movement, road conditions, water levels, operational requirements, Force Majeure or circumstances beyond our control. Greater Africa Travel will assist in finding the best possible outcome.

20.2. Greater Africa Travel will use reasonable efforts to maintain the quality and purpose of the itinerary, but exact arrangements cannot always be guaranteed.

20.3. Any additional costs arising from itinerary changes beyond our control are for the Client's account.

21. Exclusion and Limitation of Liability

21.1. To the fullest extent permitted by law, Greater Africa Travel shall not be liable for any direct, indirect, special, consequential or incidental loss, damage, injury, death, expense, delay, inconvenience, emotional distress, loss of enjoyment, loss of opportunity, loss of profit, loss of income, loss of property, medical cost, evacuation cost, repatriation cost or other claim arising from or connected to the booking or travel arrangements.

21.2. Without limiting the above, Greater Africa Travel shall not be liable for any loss or damage arising from:

- a) acts, omissions, errors or defaults of Suppliers;
- b) flight delays, cancellations, missed connections or schedule changes;
- c) accommodation changes, overbookings or service failures;
- d) weather, road, sea, river, airstrip or wildlife conditions;
- e) illness, injury, death, medical emergency or evacuation;
- f) theft, loss, damage or delay of baggage or personal belongings;
- g) visa, passport, border, immigration, customs or health-document issues;
- h) exchange rate fluctuations, tax changes, park fee changes or government charges;
- i) Force Majeure;
- j) personal circumstances of the Client, including illness, death, family emergency or change of plans;
- k) any failure by the Client to obtain adequate travel insurance.

21.3. Where liability cannot legally be excluded, Greater Africa Travel's liability shall be limited to the amount actually received by Greater Africa Travel from the Client for the affected service, excluding amounts paid or payable to Suppliers, unless otherwise required by law.

22. Indemnity

22.1. The Booking Party and each Client undertake to indemnify and hold Greater Africa Travel and its team (including directors, shareholders, employees, representatives, consultants, agents and affiliates) harmless from any claims, losses, damages, liabilities, costs or expenses that may arise in connection with the booking, travel arrangements, participation in activities, Client behaviour, a breach of these Terms and Conditions, incorrect information supplied by the Client or Booking Party, or actions or omissions by a Supplier.

23. Personal Belongings

23.1. Clients are responsible for their own baggage, money, travel documents, valuables and personal belongings at all times.

23.2. Greater Africa Travel is not liable for theft, loss, delay, breakage, destruction or misplacement of personal belongings.

23.3. Clients should use safes where available and should keep essential medication, travel documents and valuables in hand luggage.

24. Special Requests

24.1. Greater Africa Travel will communicate special requests to Suppliers where possible, including dietary, rooming, bedding, accessibility, celebration or seating requests.

24.2. Special requests are not guaranteed unless confirmed in writing by the relevant Supplier.

24.3. Additional costs for special requests are for the Client's account.

25. Complaints

25.1. Any complaint during travel must be reported immediately to the relevant Supplier and to Greater Africa Travel, so that reasonable steps can be taken to assist while the Client is still travelling.

25.2. Failure to report a complaint timeously may reduce or prevent the possibility of correction, refund, credit or compensation.

25.3. Any complaint after travel must be submitted in writing within 7 days of completion of travel, together with supporting documents.

26. Cooling-Off Period and Consumer Rights

26.1. Leisure travel arrangements, including accommodation, transport, tours, activities and related services supplied on specific dates or within a specific period, may be excluded from certain statutory cooling-off provisions applicable to ordinary online transactions.

26.2. Where any consumer-protection law applies and cannot lawfully be excluded, these Terms and Conditions shall be interpreted subject to that law.

26.3. Nothing in these Terms and Conditions is intended to unlawfully limit any mandatory consumer rights. However, Greater Africa Travel may charge reasonable deposits, cancellation fees and administration fees in accordance with applicable law, Supplier terms and the nature of the travel services booked.

27. Protection of Personal Information

27.1. The Booking Party and Clients consent to Greater Africa Travel collecting, processing and sharing personal information where reasonably necessary to quote, book, manage and deliver travel arrangements.

27.2. Personal information may be shared with Suppliers, airlines, accommodation providers, transfer providers, activity providers, border authorities, ground handlers, insurers, emergency providers and other parties necessary for the booking or travel arrangements.

27.3. Greater Africa Travel will take reasonable steps to protect personal information, but cannot be responsible for the privacy practices of independent Suppliers or third parties.

28. Authority of the Booking Party

28.1. The Booking Party accepts personal responsibility for all payment obligations, cancellation fees, amendment fees and other charges relating to the booking.

28.2. The Booking Party confirms that all Tour Participants have been made aware of these Terms and Conditions and have accepted them.

28.3. Any communication, confirmation, amendment or cancellation received from the Booking Party may be treated by Greater Africa Travel as authorised by all Tour Participants.

29. Governing Law and Jurisdiction

29.1. These Terms and Conditions are governed by the laws of the Republic of South Africa.

29.2. The parties consent to the jurisdiction of the South African courts, subject to any applicable law that provides otherwise.

30. General

30.1. These Terms and Conditions, together with the quotation, invoice, itinerary, Wetu and any written Supplier terms supplied or referenced, constitute the agreement between Greater Africa Travel and the Booking Party and/or Client.

30.2. If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall remain valid and enforceable.

30.3. No relaxation, indulgence or failure by Greater Africa Travel to enforce any right shall constitute a waiver of that right.

30.4. Any variation of these Terms and Conditions must be recorded in writing and accepted by Greater Africa Travel.

Client Acceptance

By confirming the booking, making payment, accepting travel documents or commencing travel, the Booking Party, Client and all Tour Participants confirm that they have read, understood and accepted these Terms and Conditions.