

## **Terms & Conditions**

### **Travel agreement/contract**

This travel agreement is between the client and Discovery Tours and Transfer. In terms of this travel agreement a booking is defined as a reservation which is done by the client or the client's travel agency.

### **Deposits and Payment**

Once a tour is confirmed a non-refundable deposit of 20% of total tour charges shall become payable. The remaining balance that is due shall be paid 30 days prior to departure date. In the event of reservations being effected less than 30 days before departure the full amount charged will instantly be payable. Payment of a deposit enables us to hold a reservation for you but does not guarantee the price. The price can only be guaranteed once we receive full payment. Discovery Tours and Transfer reserves the right to adjust rates according to currency fluctuations until final payment has been received.

### **Cancellation policy**

All cancellations must be made in writing. Discovery Transfer and Tours will acknowledge receipt of the written notification and the following charges will apply depending on the date that the written notification was received.

- 30 or more days prior to departure - 10% of total reservation amount
- 14-29 days prior to departure - 25% of total reservation amount
- 7- 14 days prior to departure - 50% of total reservation amount
- 4-6 days prior to departure - 75% of total reservation amount
- Within 3 days prior to departure - 100% of total reservation amount
- Day of departure or no show - 100% of total reservation amount
- Unused features are non-refundable. No shows forfeit entire payment

It is mandatory for the client to be in possession of a cancellation insurance policy. Please note that if the reason for cancellation falls within the terms of any holiday insurance policy, which the client must hold, then any such charges would normally be refunded to the client by the insurance company, subject to the terms of the insurance.

### **Travel Documents and Destinations**

It is your responsibility to ensure that all of the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately. Your travel documents are valuable and should be safeguarded as if they were cash. It is not always possible to replace travel documents in the case of loss, theft, damage, etc. Discovery Tours and Transfer cannot be held liable or responsible should a passenger be refused entry into any country for any reason.

### **Insurance & Liability**

Travel insurance is a vital part of your arrangements. We strongly recommend that you have taken out adequate insurance for medical expenses, baggage loss, cancellation/curtailment, default and personal accident. Discovery Tours and Transfer is not responsible for any costs incurred due to changes caused by natural disasters or other factors beyond our control. Discovery Tours and Transfer accepts no liability for the death, injury, sickness or damage to

any person or property.

**Condition of guided Tour**

Traveler should accept all reasonable instructions given by the guide. Failure to comply could cause harm to the group or individual. Traveler should at all times comply with the laws and regulations of all countries visited. The clients are expected to respect one another during the tour. Discovery Tours and Transfer has the right to cancel any member who is a nuisance to the group and no refund shall be made. No smoking is allowed in the vehicle. Rest stops will be made periodically that will allow traveler to smoke outside. Do not litter, let's keep our environment clean.

**Health**

It is the client's obligation to ensure that he is medically fit and able to embark on the tour. We recommend the vaccination against Hepatitis before travelling. Anti-malaria precautions should be commenced prior to departure and clients should bring insect repellents on tour.