

# AFRICAN EXPLORE

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## TERMS & CONDITIONS OF SERVICE

**There are no extra costs incurred when booking accommodation through us. We offer personalized value added service from our experienced staff. We offer a second to none approach to service and an unsurpassed commitment to you.**

**Description of Services:** Rapid Explore is a Tour operator specializing in South African custom made tours. We arrange and facilitate the following for individuals; groups; corporate and tourists:- Adventure Tours; Sport Specific Tours; Safaris; Cultural Tours; Self Drive and Overland Tours

**Reservation Services offered:** Custom made tours; Accommodation, Land Transportation (motor vehicle, rail, coach); Sea Transportation if required. We can assist with the Air Transportation for inland flights but recommend you rather speak to a travel agent for this.

**General Terms:** The following general terms and conditions apply, however regional circumstances and regulations, contractual obligations to suppliers, and matters relating to location, product type and supply logistics may cause these to be varied slightly for specific products, or specific destinations.

African Explore has taken due care and responsibility to verify and check all information at the time of compilation, however, as this information is supplied by the relevant accommodation & tour/cruise operators we accept no responsibility for any inaccuracy or miss description, representation contained in the any publications, website, e-brochure or newsletter.

African Explore does not accept responsibility for any change in prices or variation of services as shown, and all services and prices are subject to change without notice.

All maps, photographs, illustrations and computer based graphics are included for general purposes only and are not always indicative of the subject matter. Hotel room photographs (graphics) may not be specific to the actual room occupied. Maps are not to scale.

**Liability:** African Explore does not accept any liability of whatever nature for the acts, omissions or default, whether negligent or otherwise, of those service providers in connections with your convention pursuant to a contract between them and yourselves and over whom we have no direct control. We do not accept liability in contract or in tort (actionable wrong) for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control, or which are not preventable by reasonable diligence on our part including, but not limited to war, civil disturbance, fire, floods, unusually severe weather, acts of God, acts of Government or of any other authorities, accidents to or failure of machinery or equipment or industrial action. It is essential that you check with us, or your travel agent, for any changes or variations to the information provided prior to your departure.

**Rates and Price Variations:** We reserve the right to vary prices and rates in the event of changes in exchange rates or price rises made by service provider or other suppliers. If the cost of any service increases due to exchange rate fluctuations, price increases, tax changes or any other reason, you are required to pay the increase when notified by us or you may cancel the booking which may result in cancellation fees. We are not liable in any way if any increase occurs. Rates quoted are appropriate to the particular product at the time of quoting and these rates may change prior to the travel date. All prices are subject to availability and can be withdrawn or varied without notice.

**Responsibility:** African Explore takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods and services. We shall endeavour to make your tour a memorable problem free experience.

**Quotations:** All quotations are subject to availability of services quoted and are not guaranteed until the booking is confirmed in writing and deposit received. Quotes are valid for 72 hours from issue date.

**Payment:** Rates are quoted in South African Rand and all conversions are merely done for ease of communication purposes. These conversions are not binding on the tour operator and all tours will be paid for in South African Rand at the applicable exchange rate at time of payment. Variable rates e.g. air fares; conservation levies, taxes etc. are subject to change without prior notification.

Bookings of tours within 60 days will be required to pay the full amount at the time of confirmation. Bookings of tours more than 60 days out will be required to pay a non refundable deposit of 25% at the time of confirmation. The appropriate amount will automatically be debited to the credit card provided. Any booking not deposited with us by this time will automatically cancel without notification. Deposit conditions for certain accommodation and tour products may vary. We will advise you in writing of these conditions at the time of booking.

**Bookings made less than 60 days prior to travel:** Bookings made within 60 days of travel must be paid for in full and if credit card details are provided full payment will automatically be taken.

**Final Payment:** Final payment is due 60 days prior to travel date. No vouchers will be issued until final payment is received. Final payment conditions for certain accommodation and tour products may vary, and will be communicated to you in writing at the time of booking. Please note the final payment may vary from the original booking price or quote if the product is subject to exchange rate fluctuations or price rises by wholesalers or other suppliers.

**Payment Types Accepted:** Cash deposits and Telegraphic Transfers are charged for by banks and these bank costs will be for your account. We prefer deposits to take place in the form of EFT's (Electronic Funds Transfers) and Credit card payments. We accept Visa, MasterCard, Diners or American Express credit cards. African Explore offers a secure credit card payments solution by making use of a secure banking procedure for credit card payment processing via Setcom ([www.setcom.com](http://www.setcom.com)) who are the approved payment gateway for the following local banks: Standard Bank; ABSA; First National and Nedbank. Setcom uses the most secure form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users should go to [www.setcom.com](http://www.setcom.com) to sign up with Setcom and view their security certificate and security policy.

**Card Fees:** Please note that a card fee will be applied automatically to credit card payment amounts: 3% - Master card, Visa; 5% - Diners, American Express. Payments made by direct deposit do not attract any fees.

**Merchant Outlet country and transaction currency:** The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR)

**Prices do Include:** Accommodation, transfers, tours/cruises, car hire, government taxes and any other inclusions as specified in writing on the relevant confirmation sheet or voucher/s.

**Prices do not Include:** Any costs incurred en route to and from the destination, meals (unless specified), alcoholic beverages, telephone calls, items of a personal nature, and personal services not specified as being included in costs on the relevant web pages for each suppliers product. Tipping and gratuities are not included in the cost of your tour. You are welcome to tender an amount to the waiters; staff & guides. The average acceptable gratuity is 10% for services rendered.

**Visas:** Please ensure that you have the correct visas for the countries you are visiting. To determine whether you require a visa to enter South Africa visit the Visa page on our website. You are required to have a minimum of 2 blank pages in your passport to enable the entry visa into South Africa to be issued. If there is insufficient space in the passport, entry will be denied and you are likely to be detained pending return to your country of origin.

**Malaria/HIV/AIDS:** Please note that you are advised to take malaria precautions when going into a malaria area. Please consult your doctor on this. For more information visit the Malaria page on our website for more info and precautionary measures. Africa has the highest effected HIV/AIDS rate in the world and although it is very difficult to be infected by non sexual means it is important to be aware of the danger of this disease and other health precautions follow go to [www.thewellproject.org](http://www.thewellproject.org).

**Delivery Policy:** Subject to receipt of payment, requests will be processed within 24 Hours on receipt of such payment during working days (Monday to Friday) and delivery confirmed by way of email confirmation and vouchers (reflecting booking reference number/s).

**Country of domicile:** This website is governed by the laws of South Africa and African Explore chooses as its domicilium citandi et executandi (Physical Address) for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature. 10 Crocodile Rd, Benoni, South Africa.

**Travel Insurance:** It is extremely important that you take out travel Insurance. It is essential that this insurance covers you for involuntary cancellation of your holiday including airfare(s). For information on travel insurance speak to your travel agent or we can also assist with this. Bookings paid for by credit card already has some form of Travel insurance cover, we would advise that you verify this with your card provider.

**Accommodation:** Accommodation is as specified at the time of booking. All costs are shown in South African Rand unless otherwise stated. We reserve the right to offer alternative accommodation of a similar standard in the case the accommodation operator overbooks their property or for any reason beyond our control. All rates are subject to change without notice. **Children's Rates:** Child costs are based on sharing a room with adults and using existing bedding . Cost for additional bedding are available on request.

**Check In / Check Out Times:** These vary according to operator. Generally your accommodation check in time is 2pm and check out time is 10am. Most establishments will entertain late check out times, request this upon your arrival. Please note that most properties will require a credit card authorisation on check-in and may need to see photo identification. In the instance that you don't have a credit card usually a cash bond will be required.

**Accommodation Ratings:** Are based on our own inspections and some in conjunction with existing Tourism Grading Council ratings. These ratings are for guidance only.

**Standard Cancellation Policy:** Bookings cancelled inside 30 days - Non refundable. Deposited bookings cancelled 30 or more days prior to travel - Deposit is non refundable. Fully paid bookings cancelled 30 days or more prior to travel - Deposit PLUS any fees levied by the supplier are non refundable. American Express refunds will be less 4% as American Express keep the credit card fee. All other card companies refund the fee.

**Special Cancellation Conditions:** Certain accommodation and tour products will apply additional cancellation charges. These cancellation conditions and costs are located under the pricing on the individual pages and will be clearly advised to you in writing at time of booking.

**Amendment Fees:** Any amendments made to finalised bookings may incur a fee of R80 for each amendment made. This is in addition to any fees that may be levied by the supplier.

**Late Booking Fees:** A late booking fee of R100.00 may be charged if booking is made within 72 hours prior to departure. This depends on the amount of administration work involved, and if applicable, you will be notified at time of reservation request from you or your agent.

**Change Of Itinerary After Holiday Has Commenced:** Any alteration or cancellation of services after your holiday has commenced can incur penalties. There is no refund for unused services.

**Refunds:** In order for a refund to be approved, you must have a claim number which is given at the time of reporting the cancellation or incident. No refunds will be made for services once travel arrangements have commenced. No guarantee is provided or warranted that any refund will be available. All refund requests must be in writing, and made directly to us or through the agent from whom the travel arrangements were purchased. Claims must be made within 15 days of completion of travel arrangements. Refunds will not be made for bookings cancelled due to inclement weather or illness, these must be claimed for against your travel Insurance.

**Reporting of Incidents:** Any abnormal incidents including injuries, service problems, cancellation of a service or dissatisfaction must be reported to us during the event to allow us an opportunity to rectify the situation or provide assistance.

**Please contact us if you have any further queries about our security, privacy or data handling procedures.**