



AFRICA BY HEART

TERMS AND CONDITIONS

Bookings and Payment

Provisional bookings can be held for 2 weeks. If not confirmed within this time, they may be released.

During high and peak seasons, as well as Easter and Christmas/New Year, provisional bookings made within 90 days of travel will be held for 1 week only.

A deposit of 30% of the total booking fee is required to confirm any booking. Occasionally, we may be required to ask for a higher deposit, in which case we will let you know. The remaining balance is due 60 days (8 weeks) before your itinerary starts. Bookings made within 60 days of departure require full payment at confirmation.

From time to time, fuel prices may increase unexpectedly. If our suppliers pass these increases on to us, a fuel surcharge may be added. Guests are responsible for paying any such additional charges. Africa by Heart is not responsible for any disruption, delay, or cancellation of services due to unavailability of fuel or other resources beyond our control.

In the unlikely event of a significant pricing error, such as substantial under-pricing, Africa by Heart reserves the right to withdraw or amend the offer.

Significant changes in international exchange rates may result in our suppliers adding a surcharge. Guests are responsible for any additional costs.

Cancellation more than 8 weeks before travel will result in the forfeiture of the 30% deposit. Cancellation 8–4 weeks before travel will result in 50% of the total cost being forfeited. Cancellation less than 4 weeks before travel will result in 100% of the total cost being forfeited.

If numbers in a group booking of 10 or more guests decrease after confirmation, cancellation fees will apply to the released beds.

Guests paying via bank transfer are responsible for ensuring the full invoice amount clears into the Africa by Heart (Pty) Ltd account. Any bank charges or exchange rate differences are the guest's responsibility. Africa by Heart (Pty) Ltd is not liable for these costs.

Cancellation by Guest

All cancellations must be confirmed in writing by the guest who made the booking.

Cancellation is effective from the date we receive written notification.

Any costs incurred because of changes to a confirmed booking are for the guest's account.

Once final payment is received, Africa by Heart (Pty) Ltd guarantees the price of all ground arrangements.

Liability and Force Majeure

Africa by Heart (Pty) Ltd acts only as an agent for service providers and cannot be held responsible for any loss, damage, accident, delay, illness, including communicable diseases, death, disability, inconvenience, or damage to luggage or property caused by providers.

Africa by Heart (Pty) Ltd cannot accept liability or pay compensation where performance is affected by "force majeure," including war, terrorism, civil unrest, natural disasters, pandemics, strikes, adverse weather, fuel shortages, or other similar events beyond reasonable control.

Clients, dependants, heirs, executors, and administrators cannot hold Africa by Heart (Pty) Ltd or any person acting on its behalf responsible for loss, damages, or inconvenience arising from these events.



AFRICA BY HEART

Africa by Heart (Pty) Ltd may suspend or cancel obligations if delayed or prevented by circumstances beyond its reasonable control.

Travel Insurance

Guests are strongly advised to take comprehensive travel insurance covering cancellation, curtailment, medical emergencies, personal accident, and loss of baggage, money, or personal items.

Travel Documents and Visas

Guests are responsible for ensuring all travel documents and visas are valid before departure.

Health Requirements

Guests are responsible for obtaining necessary inoculations and vaccinations. Consult a medical professional or travel clinic for advice.

Unscheduled Extensions/Breakaways

All costs arising from unscheduled extensions due to flight delays, bad weather, strikes, or other causes beyond our control are the guest's responsibility.

Check-in and Check-out Times

Standard check-in is 2 pm.

Early check-in may be arranged with an additional charge equal to one night's accommodation.

Standard check-out is 11 am.

Inter-Camp Flights

Flights provided by preferred charter companies follow ICAO standards.

Guests must provide accurate weight information before flights. Additional seat costs due to inaccurate information are the guest's responsibility.

Maximum luggage per passenger is 15kg (soft bags only, maximum dimensions 35cm x 70cm; no hard frames or wheels).

Africa by Heart is not responsible for extra costs if luggage requirements are not met.

Photography at Camps/Lodges

Africa by Heart is not responsible if other guests take photos or videos and post them on social media or other platforms.

Website Disclaimer

While Africa by Heart strives to provide accurate and up-to-date information on our website, we do not make warranties or guarantees regarding the site's content, operation, materials, or products.

Variation

Africa by Heart (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.