

BOOKING CONFIRMATIONS

- Provisional bookings can be held for a two-week period and are automatically released if not confirmed.
- A 20% non-refundable deposit is required to confirm a provisional booking.
- For confirmed bookings the balance of payment is required 60 days prior to travel.
- If booking confirmation takes place within the 60-day period, the full amount is payable on confirmation of booking.
- Booking cancellations are subject to cancellation policy below.
- No booking will be cancelled or amended unless notified in writing.

Please Note: Payments must be made free of bank charges. Bank charges are for the account of the payer.

BOOKING CANCELLATION POLICY

The following cancellation policy applies to bookings for Natural Selection camps and services:

- 20% cancellation fee (deposit forfeit) from confirmation to 60 days prior to travel;
- 70% cancellation fee if cancelled 59 - 45 days prior to travel;
- 100% cancellation fee if cancelled 44 days or less prior to travel and any no-shows.

For Group Bookings: should the numbers in a group decrease after the booking has been confirmed, cancellation fees will be levied on the number of released beds.

For bookings for third-party services, the relevant third-party terms and conditions will apply. These terms and conditions are available on request.

ORIGINATING AGENT

Natural Selection invests in international marketing activities. It is expected that agents supply details of their originating agents. Natural Selection reserves the right to reduce the agent commission by 5% (percentage points) if the originating agent is not supplied. Please provide this information at the time of making the booking.

OTHER

- Natural Selection Safaris cannot be held responsible for any costs incurred due to factors beyond our control. These include (but are not limited to): force majeure, war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, and changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar event.
- Natural Selection will not be held liable for any consequential loss or damages, whatsoever, whether direct or indirect.
- Guests must raise issues arising during their stay at any Natural Selection camp directly with the relevant Camp Management. We cannot remedy retroactively and will not entertain the matter should it not have been raised during the stay.
- All rates, terms and conditions are subject to change without prior notice.
- All legal issues arising from our terms and conditions will be governed by South African law.

INSURANCE

It is a condition of booking, that the sole responsibility lies with the guests to ensure that they carry the correct fully comprehensive travel and medical insurance to cover themselves, as well as any dependants/travelling companions. This insurance should include cover in respect of, but not limited to, the following eventualities: cancellation or curtailment of the safari, emergency evacuation expenses medical expenses, home town repatriation expenses, damage/theft/loss of personal baggage, money and goods. The company, their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependants or travelling companions, with regards to, but not limited to, any of the abovementioned events. Guests will be charged directly by the relevant service providers for any emergency services they may require, and may find themselves in a position unable to access such services should they not be carrying the relevant insurance cover.