



WILD ANGLES GENERAL TERMS & CONDITIONS

1) QUOTES

1.1 Quotes are valid for 24 hours and are without obligation for both parties i.e. no rights can be derived from errors in calculation or typographical errors. WILD ANGLES Pty. Ltd. reserves the right to re-cost all itineraries after this period has elapsed.

1.2 Quotes might as well become subject to change should the client amend the tour and/or number of participants, or if we become subject to price increases. All quotes should be reconfirmed with WILD ANGLES Pty. Ltd. prior to booking. Although the price is valid at the time of booking, until such time as full and final payment has been received the price quoted is still subject to change based on currency fluctuations and accommodation/transport cost increases or any other reasons beyond our control. The price should be reconfirmed prior to booking and prior to final payment being made.

2.1 WILD ANGLES Pty. Ltd. requires all clients to complete and return our booking form which serves as a guarantee of payment. This is required in order for WILD ANGLES Pty. Ltd. to proceed with a reservation. The liability we incur for cancellation fees, on confirming reservations on your behalf with our suppliers, makes this necessary.

2.2 Once the reservation is confirmed by WILD ANGLES Pty. Ltd to the client in writing, the client will become liable for amendment and cancellation fees. WILD ANGLES Pty. Ltd. cannot be held responsible for problems arising from incorrect or insufficient information given at the time of booking.

2.3 A booking is deemed confirmed only after the written confirmation on the part of WILD ANGLES Pty. Ltd. to the client.

3) PAYMENT POLICY

3.1 For any advanced booking made more than 61 days prior to tour date, a deposit of 30% of the total quoted price is due. Only after receipt of this deposit the booking is deemed as confirmed. Full and final payment is due 60 days prior to date of travel.

3.2 For any booking made 60 days or less in advance, the full price is due immediately at time of booking. Only after receipt of the total payment the booking is deemed as confirmed.

3.3 Failure to supply any payment timely as stipulated above may result in automatic cancellation of the reservation.

3.4 Payment is to be made to WILD ANGLES Pty. Ltd. by Local Electronic Funds Transfer or Telegraphic Transfer (wire) in the currency and to the bank which details provided in the invoice.

3.5 Payment is to be made in full in the currency indicated on the invoice and all applicable bank fees from all banks will be borne by the client.

3.6 WILD ANGLES Pty. Ltd. reserves the right to amend this payment policy to suit any exceptional terms and conditions of any suppliers concerned.

4) PRE-PAYMENT

4.1 In the instance where a supplier/s have pre-payment requirements that do not fit into the above payment policy, WILD ANGLES Pty. Ltd. reserves the right to amend the payment policy to fit the requirements set by the supplier concerned. The client will be advised of the said requirements and invoiced accordingly. Should WILD ANGLES Pty. Ltd. not receive the required payment in a timely manner, the booking will be deemed as being cancelled automatically.

5) AMENDMENTS OF CONFIRMED BOOKINGS

5.1 If, after confirming, clients wish to amend the booking in any way, they may do so. Any costs resulting from this amendment will be charged to client. In addition, WILD ANGLES Pty. Ltd. reserves the right to charge an amendment fee of US \$20.00 (twenty) per amendment. All amendments must be received in writing and must be re-confirmed by WILD ANGLES Pty. Ltd. A booking that is postponed until a later date is considered to be a cancellation and will be subject to cancellation fees.

6) CANCELLATION POLICY

6.1 Cancellation of any booking must be received in writing and confirmed by WILD ANGLES Pty. Ltd. If a booking is cancelled the following cancellation fees will apply:

- the notice is given up to 60 days prior to travel date: no cancellation fees apply;
- the notice is given 60 to 45 days prior to travel date: 30% of the total price of the booking (deposit) is forfeited;
- the notice is given 44 to 30 days prior to travel date: 60% of the total price of the booking is charged;
- the notice is given 29 days to 0 days prior up to date of travel or in case of no-show: 100% of the total price of the booking is charged.

6.2 WILD ANGLES Pty. Ltd. reserves the right to amend the cancellation policy according to the suppliers used and/or special events.

6.3 If, for any reason whatsoever, the client fails to appear at the reserved place of accommodation or transport etc., arrive later or leave earlier, no reimbursement will be considered and any incurred costs due to this failure including re-arrangement of accommodation and transport etc. will be borne by the client there and then.

7) FORCE MAJEURE

7.1 In the unlikely event of there being an unscheduled extension of a booking caused by flight delays, bad weather, strikes or any other matter beyond our control, it is understood that expenses incurred will be borne by the clients directly.

7.2 In the event of situations beyond the control of WILD ANGLES Pty. Ltd., WILD ANGLES Pty. Ltd. reserves the right to amend or suspend the itinerary or revoke the agreement in whole or in parts, without entitling the client to any compensation of damages, costs or interests on that basis. However, WILD ANGLES Pty. Ltd. shall immediately inform the client in the event of such circumstances and attempt to offer an alternative that is satisfactory to both parties.

7.3 Situations beyond the control of WILD ANGLES Pty. Ltd include but are not limited to: traffic obstructions, strikes, natural disasters and phenomena, fire, death and acts of war and all other unforeseen circumstances.

8) DOCUMENTS & POSTAGE FEES

8.1 No documents, tickets or vouchers (if applicable) will be issued or handed over to clients unless full payment has been received. WILD ANGLES Pty. Ltd. be required to courier documents any costs incurred will be borne by the clients directly.

9) INSURANCE

9.1 The cancellation policy comes into effect from the date of confirmation, and while in the event of a cancellation, every effort will be made to minimize the cancellation fees, we are subject to the cancellation policies of the various suppliers concerned, and therefore strongly recommend that clients take out comprehensive travel insurance including full medical cover, as well as cancellation and curtailment cover, effective from the date of confirmation to cover themselves in the event of having to cancel for whatever reason.

10) PASSPORTS, VISAS & HEALTH REQUIREMENTS

10.1 It is the responsibility of the clients to ensure that their passports are valid for travel for at least 6 months after the date of termination of services provided by WILD ANGLES Pty. Ltd.

10.2 It is also the responsibility of the client to ensure that they are in possession of valid visas for all countries being visited as per the provided itinerary and that all necessary health certificates for these destinations are in order. WILD ANGLES Pty. Ltd. does not arrange visas, but may dispense information received from a country's consulate regarding visa and/or health requirements. This is a courtesy but not part of the service and clients must verify this information themselves. WILD ANGLES Pty. Ltd. will not be held responsible for any misinformation, errors and omissions with regard to this information.

10.3 Clients should notify WILD ANGLES Pty. Ltd. in advance of any medical issues (allergies, physical disabilities etc.) so that suppliers can be advised. With regard to Malaria, WILD ANGLES Pty. Ltd. strongly advises all clients to consult a licensed doctor or travel clinic to seek professional up-to-date information on which preventative medication or precautions should be taken for the areas being visited as per the provided itinerary.

11) LIABILITY AND INDEMNITY

11.1 Neither WILD ANGLES Pty. Ltd., nor its employees, affiliates, agents or any person or acting for, through or on behalf of WILD ANGLES Pty. Ltd., accept any responsibility and/or liability for loss, damage or theft suffered by any client or dependant thereof as a result of theft, illness, injury or the death incurred during the duration of the services rendered by WILD ANGLES Pty. Ltd.. In addition, WILD ANGLES Pty. Ltd. does not accept responsibility for actions, errors or omissions on the part of airlines, operators or other (third) parties who are governed by their respective rules and regulations and maybe subject to International Conventions. Liability cannot be accepted for loss or damage due to Force Majeure. This includes events such as war or threat of war, riots or civil strike, terrorist activity, industrial disputes, natural or nuclear disaster, fire, adverse weather, traffic conditions or mechanical failure. The client therefore indemnifies WILD ANGLES Pty. Ltd. from any liabilities arising from the client failing to ensure the validity of the above criteria.

11.2 Any claims whatsoever against WILD ANGLES Pty. Ltd. shall be governed by the laws of the Republic of South Africa and may only be instituted in a South African court to the exclusion of all other jurisdictions.

12) PHOTOGRAPHY

12.1 WILD ANGLES Pty. Ltd. reserves the right to take photographs and/or videos during the operation of any tour / safari / workshop or part thereof and to use the resulting photography for promotional purposes. By booking a reservation with WILD ANGLES Pty. Ltd., clients agree to allow their images to be used in such photography. Clients who prefer that their image not be used shall identify themselves to their tour leader at the commencement of their trip.

12.2 WILD ANGLES Pty. Ltd. offers said photographic tours / safaris / workshops for recreational purposes only i.e. visits to specified wildlife areas are touristic in nature. Clients who aim to use these tours / safaris / workshops and/or any resulting material for commercial purposes are asked to contact WILD ANGLES Pty. Ltd. prior to booking.

13 ACKNOWLEDGMENT

13.1 The client acknowledges that he/she enters on safari/tour into a wildlife area. That may include travelling by vehicle over uneven and potentially hazardous terrain and/or staying at unfenced camps/lodges. The client further acknowledges that he/she might get in close contact with animals, some of them wild and dangerous.

November 2012