



## The Zambezi Safari & Travel Co. Ltd

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### Standard Booking Conditions

1. The Zambezi Safari and Travel Co. Ltd (UK Company registration 3672841), acting as agent, accepts bookings on behalf of related operating companies, affiliates and sub-contractors, referred to as the "Company" subject to the following conditions. The words "the Company" and/or "us" in these conditions should be construed accordingly.
2. Delivery of instructions and payment in respect of a safari constitutes acceptance of these Standard Booking Conditions on behalf of all persons as may be named in connection with the booking. All such persons are referred to as "the Client", the words "the Client" and/or "you" in these conditions should be construed accordingly.
3. These Standard Booking Conditions form part of the Client's contract with the Company and are binding in all cases unless otherwise amended and agreed to in writing by us.
4. A provisional booking will be held for a maximum of 14 days and is confirmed only after the Company receives explicit instructions together with a deposit at which point the Company will raise a confirmation Invoice.
5. There shall be no binding contract until the deposit has been paid.
6. Failure to remit your deposit on time may result in an automatic release of the confirmed space and the possible inability to reinstate your reservation. When the company acknowledges receipt of the deposit, it shall be deemed to constitute acceptance and confirmation of the reservation. The balance of all monies due in relation to the booking must be paid no later than 60 days before departure or the Company reserves the right to treat the booking as having been cancelled in which case cancellation charges will be applied.
7. A Client wishing to cancel a place or places on a tour must do so in writing delivered by first-class mail or facsimile and the cancellation shall be deemed to have been made on the date that such notice is received by the Company.
8. The following cancellation charges based on the total Invoice value will be applied:
  - a. More than 60 days prior to departure: 70% refund less bank charges
  - b. 31 - 60 days prior to departure: 50% refund less bank charges
  - c. 0 - 30 days prior to departure: No refund
  - d. No refunds are given on "no shows" or where a person leaves a tour before it is due to end.
9. The Company reserves the right to withdraw any tour option, eliminate any feature, or alter any itinerary, should local conditions necessitate. The company reserves the right to refuse to accept or retain any person on a tour, charter or safari at any time should such person's physical or mental health and condition, or general attitude and deportment impede the operation of the tour, charter or safari or the welfare and enjoyment of other clients. In such cases, equivalent value substitutes may be offered or proportional refunds on the total tour price may be made at the sole discretion of the Company. The Company shall not be liable for any expenses incurred by the Client in any such event.
10. The Company, nor any person acting for, through or on behalf of the Company shall be liable for any loss or damage whatsoever, arising from any cause whatsoever and without restricting the generality of the foregoing shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its brochures, literature or correspondence, late or non-confirmation or acceptance of bookings, loss or damage caused by delays, sickness, injury or death, whether occasioned by negligence or not.
11. As a UK registered company we are licensed by the Civil Aviation Authority and hold ATOL 10135. The air holidays arranged by our company are ATOL Protected. ATOL Protection extends primarily to customers who book and pay in the United Kingdom.
12. The Company does not issue any form of travel insurance whatsoever. From time to time the Company may recommend both insurers and insurance policy types but in all cases the contract of insurance is between you and the underwriters contracted. Adequate travel insurance is a condition of carriage.
13. This contract and any matters arising from it are governed by the law of England and Wales and are subject to the jurisdiction of the courts of England and Wales.



#### The Zambezi Safari and Travel Co. Ltd

Registered Office: c/o Francis Clark LLP, North Quay House, Sutton Harbour, Plymouth, PL4 0RA, UK  
Company registration: 3672841 VAT registration: 760335446  
ATOL protected ATOL 10135

File last updated 23 November 2009

File saved from <http://www.zambezi.co.uk/reservations/conditions.pdf>