

In order to confirm your reservation, Elephant Shoes requires the following payments:

Full payment for all flight tickets

30% deposit payment for all other services for bookings made more than 60 days prior to departure.

Balance of payment to be made 60 days prior to departure.

100% payment for all bookings made less than 60 days prior to departure.

Failure to do so will result in your reservation automatically being cancelled. *Please note: a greater deposit may be required in instances of peak season travel and booking specials*

Clients are welcome to settle payment by means of a bank transfer - It is the client's responsibility to inform and instruct their bankers that the amount transferred must equal the funds clearing into the Elephant Shoes bank account and that ALL bank charges are for the client's account.

Elephant Shoes represents airlines, tour operators, service suppliers and other travel organizations as an agent only and accordingly, on receipt by Elephant Shoes of any booking (which booking shall be deemed to constitute your acceptance of these terms and conditions) Elephant Shoes shall transmit any such booking to the supplier concerned and endeavour to secure all reservations and arrangements timeously. All vouchers, receipts and tickets are issued subject to the terms and conditions specified by the suppliers. Acceptance of the vouchers or tickets and/or utilizing the services comprising any Elephant Shoes tour or package is deemed to constitute your acceptance of the suppliers' terms and conditions. In the event of any of the suppliers no longer able to provide the confirmed services during travel due to unforeseen circumstances such as an airline bankruptcy or a natural disaster, Elephant Shoes will not be liable to refund any costs relating to these services.

Price Increases

All quotations and confirmations generated by Elephant Shoes are variable and subject to change until final payment has been received. The Client agrees that should any such costs increase as a result of an increase effected by the supplier, such an increase will be for the Client's account and shall be payable to Elephant Shoes prior to travel. Elephant Shoes will not be held liable for any mentioned increases.

Changes to bookings

In the event that Elephant Shoes has to make any unplanned amendments to your bookings due to unforeseen circumstances such as flight cancellations or delays, any expenses resulting from the amendments will be for the Client's account. Whilst we do our best to adhere to confirmed itineraries, Elephant Shoes reserves the right to make changes where necessary and to provide a reasonable alternative without refunding the Client for the original services. Should the Client elect to make an amendment to their itinerary, Elephant Shoes will try to accommodate the Client, however we reserve the right to charge the applicable cancellation fees as well as an additional administration fee for each amendment.

Standard Cancellation Policy

- Cancellation prior to 60 days of travel - Full 30% deposit and 100% of flights is forfeited
- Cancellation less than 60 days prior to travel - 100% of total cost is forfeited

Special Offers

All Special Offers advertised are within fixed dates and are subject to availability at the time of reservation and payment. Each Special Offer has specific terms and conditions related to it and details of these will be available Elephant Shoes sales consultant at the time of enquiry.

Flights Please note that, when booking flights with Elephant Shoes, we require a copy of all passengers' passports. Airlines require the full names of passengers as printed on the passports and

will not accept changes once tickets are issued. It is a security procedure which will ensure there are no discrepancies. Elephant Shoes accepts no responsibility for incorrect passport numbers or incorrect spelling of full names. Please ensure to provide accurate information to your Elephant Shoes Consultant.

All airlines have strict weight and size restrictions in respect of baggage. It is the Client's responsibility to ensure they are aware of these restrictions prior to flight. Light aircraft flights have weight restrictions in respect of personal weight. It is the Client's responsibility to advise Elephant Shoes if his / her weight exceeds 100 kgs. If so, he / she will be required to purchase an additional seat on the flight.

Travel Insurance

All clients are advised to take out comprehensive travel insurance covering them for personal effects, personal accident, medical and emergency travel expenses, cancellation and curtailment and financial default. We strongly advise you to purchase travel insurance prior to commencing your trip as it will cover you for cancellation of your trip due to unforeseen circumstances. Elephant Shoes does not offer comprehensive travel insurance, however we do work closely with a few reliable travel insurance partners who will be able to assist you with purchasing an insurance policy to suit you. Please ask one of our travel consultants to provide you with the details.

Passports

It is the Client's responsibility to ensure that his/her passport is valid prior to their departure. Elephant Shoes cannot be held liable if any passport is no longer valid, nor will they be held liable should a passenger be refused entry into any country for any reason. All Client passports must be valid for a minimum of 6 months after travel. The final responsibility to ensure that passport requirements is correct and adhered to lies with the traveller. Please note that anyone travelling to Southern Africa must have two consecutive blank pages in their passport which lie side by side when the passport is open (i.e. a left and a right hand page). Passengers travelling to Southern Africa with passports which do not comply with these requirements, will either be stopped from boarding the aircraft or risk deportation on arrival in Southern Africa. In addition, a parent travelling with children, without the other parent, will need a letter of consent from the absent parent. The letter of consent must be certified by the police.

Visas

It is the Client's responsibility to ensure that he / she has obtained all the necessary visas required by the countries which they intend to visit, prior to their departure. Elephant Shoes cannot be held liable for any visa not held by the Client, nor will they be held liable should a passenger be refused entry into any country for any reason. Elephant Shoes cannot be held liable for any advice and/or opinion in respect of visa information. The final responsibility to ensure that visa requirements are correct and adhered to lies with the traveller.

Inoculation, Immunization and Medication

It is the Client's responsibility to ensure that they have had all necessary inoculations, immunisations and medications required prior to departure. Elephant Shoes cannot be held liable for the Client's failure to ensure the aforementioned has been attended to. The Company cannot be held liable for any advice dispensed by their Elephant Shoes consultant relating to inoculations, immunisations and medication required for travel to the various African countries. The final responsibility to ensure that medical requirements is correct and adhered to, lies with the traveller. It is the Client's obligation to ensure that he/she is medically fit to participate in travel.

Complaints

Any complaints should be telephonically reported to the Elephant Shoes at the time of incident. Elephant Shoes will attempt to deal with and resolve your complaint as soon as possible.