



Bushbaby Tours and Transfers Booking Terms and Conditions

1. Booking

- 1.1. Day Tours and Safaris (up to 2 nights): Full payment is required at the time of booking to secure your reservation.
- 1.2. Longer Tours and Safaris (more than 2 nights): A 50% non-refundable deposit is required to confirm the booking, with the remaining balance due 30 days before the tour start date.
- 1.3. Reservations are confirmed upon receipt of the required payment and are subject to availability.

2. Payment

- 2.1. Payments can be made via secure online bank transfer or credit card (Visa, MasterCard, or American Express).
- 2.2. All payments are processed in South African Rand (ZAR), and exchange rate fees may apply for international transactions.
- 2.3. Bushbaby Tours and Transfers (Pty) Ltd reserves the right to cancel any reservations if payment deadlines are missed.

3. What's Included

- 3.1. Each tour package includes items that may or may not be included in the price eg: park fees, meals, and certain activities as outlined for each tour.
- 3.2. Exclusions: Beverages (other than bottled water provided in the safari vehicle), personal expenses, and gratuities are not included unless specified otherwise.
- 3.3. If an item or service is not explicitly mentioned in the itinerary, it is not included in the package. Please review the itinerary carefully and contact us if you have questions.

4. Cancellation Policy

- 4.1. Cancellations must be made in writing via email. Refunds are based on the date the cancellation is received:
 - More than 30 days before the tour: 50% of the total booking cost will be refunded.
 - 15-30 days before the tour: 25% of the total booking cost will be refunded.
 - Less than 15 days before the tour: No refund will be issued.
- 4.2. No-shows and late arrivals are treated as cancellations, and full charges apply.

5. Changes to Bookings

- 5.1. Any changes to bookings are subject to availability and may incur additional fees.
- 5.2. Modifications within 30 days of the tour may be treated as cancellations and subject to the above policy.

6. Special Conditions for Safari and Wildlife Tours

- 6.1. Bushbaby Tours and Transfers (Pty) Ltd operates with expert guides and prioritizes safety; however, guests participate at their own risk.
- 6.2. Weather conditions, natural events (including fires), road safety conditions, animal behaviour, and park regulations may require adjustments to itineraries. Refunds are not available for such changes.

7. General Terms

- 7.1. We strongly recommend all guests have comprehensive travel insurance that includes cancellation, medical expenses, and emergency evacuation.