



WORLD TRAVEL DESIGN
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Authentic & Inspirational Travel

GENERAL BOOKING CONDITIONS

African Expert is a trade name of the company World Travel Design Pty Ltd.

Booking Procedure/Security Deposit

The receipt of a security deposit will be taken as an understanding by the company that the participant has read, understands and agrees to abide by these conditions. To make a reservation a non-refundable security deposit of 20% minimum of the total tour cost is required. Some arrangements in Africa require higher security deposits to meet the tour operator's booking conditions. The company will notify you of these including: Gorilla Safaris 50%, Most Kenya & Tanzania Tours 25%, All Zambia Tours 25%. Other suppliers worldwide require much less deposit. In all cases deposits are non-refundable.

Final Payment Date

Payment is due 60 days prior to departure from Australia and some cases may require earlier payment. If payment has not been received by the due date, the company reserve the right to treat the booking as a cancellation.

Client Names As Per Passport

For security reasons, airlines and the majority of our tour operators require your name exactly as it appears in your Passport. It is your responsibility to advise us the correct details. If you do not advise the correct information resulting in ticket re-issue of airline tickets or other documentation, the company will charge you for all costs incurred including airline cancellation charges and courier fees.

Goods & Services Tax (GST)

The Australian Goods & Services Tax (GST) does not apply to international travel. GST does not apply to administration charges such as amendment fees, hotel and late booking fees where these are made prior to travel. Amendment fees charged after travel, for example, in the case of a refund will attract GST.

Insurance

It is a condition of booking that you are adequately insured for the full duration of your tour. Your policy must include emergency evacuation cover and preferably unlimited medical cover. It is advisable to insure expensive camera equipment and laptops separately. Not all travel insurance policies cover for loss of cash. The company strongly recommend that insurance be purchased at the time you pay your security deposit as cancellation conditions will be strictly enforced. The choice of insurer is at the sole discretion of yourself however if you would like a quotation for travel insurance please advise.

Amendments

Due to the extra administrative costs, there will be an automatic minimum charge of \$75 per amendment, in addition to any cancellation fees and/or change fees applied by the suppliers involved. These fees are your responsibility.

Deferring Travel

Normal cancellation fees apply if you wish to postpone your departure.

Late Bookings

Bookings made less than 30 days before departure from Australia must be accompanied by full payment.

Cancellations / Refund

If it is necessary to cancel your holiday, you need to notify us immediately in writing and this will take effect the day it is received. All monies will be forfeited as follows keeping in mind some suppliers charge higher cancellation fees.

61 days or more prior to departure; Loss of Deposit. For Africa a minimum of 20% of total holiday cost.

60 - 45 days prior to departure; 50% of holiday cost.

44 - 31 days prior to departure; 65% of holiday cost.

30 days or less prior to departure; No Refund.

All other amounts will be refunded where possible such as airfares less those amounts forfeited under airline regulations and the company's service fee. Some airline tickets are non-refundable and non-transferrable. A major event such as a terrorist related incident, civil unrest or outbreak of a flu type epidemic and other unforeseen circumstances of Force Majeure will not exempt passengers from cancellation and administration penalties. Cancellation fees are designed to cover the cancellation fees enforced by overseas tour operators. Please note that employees of our overseas tour operators are not authorised to make any undertakings on behalf of the company regarding refunds or other matters. After travel has commenced, additional costs incurred due to changes in your itinerary (for example due to airline schedule change) must be settled directly by you and any requests for refunds must be made on your return. Any refund for cancelled services will not be paid to you until the tour operator or supplier has provided the refund to the company. In some cases refunds can take up to 180 days.

Pricing & Tour Costs

The prices given are based on a per person basis in Australian Dollars unless otherwise stated. All pricing (including quotations) are subject to change with fluctuating exchange rates. Final pricing will vary with changes in costs and exchange rates at time of quotation, security deposit and final payment. Whilst all is done to stabilise prices there is no guarantee prices will not change. No adjustments will be made for exchange rate variations once full payment is received by the company. Prices may vary up to the date of departure based upon variations in park fees, some airfares, departure taxes, local taxes, hotel rates, government charges or other costs outside of our control.

Service Fees

The company reserve the right to charge a service fee from \$110.00 per person. This fee is often utilised for a la carte services such as pre-arranging seating, meals and special services as well as VIP Meet & Greets and hard to get Restaurant Reservations/Museum/Gallery Tickets and/or similar. Please let us know if you are celebrating a birthday, anniversary or special occasion whilst on holiday.

Included in Trip Cost

Generally, all safaris include transportation, services of a private driver/guide/vehicle, park fees, accommodation with private facilities, full board whilst on safari, breakfast only in city hotels and if adventure camping all camping equipment and camping fees. Where these items are not included the company advise accordingly. Meals are sometimes indicated by B = Breakfast, L = Lunch, D = Dinner, HB = Half Board, FB = Full Board. In many cases alcoholic beverages and standard drinks are also included and will be specified.

Not Included in the Trip Cost

International and domestic airfares and airport/hotel transfers unless specifically stated. Passports, visas, passenger taxes, insurance, emergency evacuation costs, extra meals not shown in the itinerary, laundry, tipping, items of a personal nature including medication and excess baggage charges.

Payment Options

Payments are accepted via direct deposit (details below), cheque, cash and credit card (fees apply).
Direct Deposit Bank Details; Account Name: World Travel Design BSB: 063159 Account No: 10707167.
To pay by Credit Card; Please click or enter this link into your browser to process your payment, or alternatively call to discuss in store or over the phone payments.

Google Chrome recommended <https://pay.travelpay.com.au/WTD>

Credit Card Fees: Regular VISA 1.2% - Regular MCARD 1% - Premium/Platinum/GOLD VISA 1.95% - Premium/Platinum/GOLD MCARD 1.75% - All AMEX Cards 1.75% - All INTL Card types 3%

Please use your surname as a reference.

Service Providers

The company act as an agent and sell products on behalf of accommodation, transport and other providers such as airlines, rail, coach, tour and cruise line operators. The company are not a travel provider and whilst the company exercises extreme care in choosing these suppliers, the company have no control over or liability for the services provided by the third parties. All bookings are subject to the provider's terms and conditions including conditions of carriage and limits on liability. The company will provide all terms and conditions if requested. You should read all relevant terms and conditions before finalising your travel bookings. The company arrange and co-ordinate the services offered by third party services providers. The company arrange a contractual relationship between you and the provider. The company cannot guarantee the performance of the service providers whilst all attempts to provide a superior service is adhered to. Travel brochures and website are supplied by the service providers and the company accept no liability for errors in that material.

Airlines

Airlines and other third-party providers impose different terms and conditions to the ones imposed by us. You should read all relevant terms and conditions before finalising your travel bookings. Most airlines require immediate payment upon booking. There are numerous rules and regulations in relation to advance purchase and other discounted airfares which involve substantial cancellation or amendment fees and may be no refund on cancellations or amendments. It is your responsibility to re-confirm flights and times, pay for excess baggage and/or any addition fees applied. The company not responsible for amended flight timings or other charges nor is the company responsible where severe weather or other disasters prevent scheduled arrangements occurring or flights departing. If you have Frequent Flyer Membership it is your responsibility to advise the company of the details.

IMPORTANT INFORMATION

Pre-departure Information

A copy of our Pre-Departure Information will be provided.

Passport

You should be in possession of a passport valid for at least 6 months beyond your intended stay overseas. All reservations must match your passport name exactly. It is your responsibility to check names correspond with your passport or identification when traveling internationally or domestically otherwise you may be denied boarding and/or incur fees. Please provide us with a scanned copy of your passport.

Visa Requirements

Australian Nationals currently require visas for these countries in Africa; Zimbabwe, Tanzania, Uganda, Rwanda, Madagascar, Mozambique, Zambia, Ethiopia, Kenya, Jordan and Egypt. Other nationalities should check their visa requirements. Foreign nationals require a re-entry visa for Australia, which should be obtained before departure. The company will not be held responsible for passengers travelling without the correct travel documents.

Travel Documents

It is your responsibility to review all travel documents and immediately advise any errors in terms of names, dates, upgrades or timings in relation to your itinerary.

Vaccinations & Health

For travel to East Africa a certificate of vaccination against Yellow Fever is required. Most other African countries require proof of vaccination if arriving from or transiting through countries with risk of Yellow Fever transmission. An antimalarial prophylactic is highly recommended for all African countries. Please check with your doctor for advice on other vaccination precautions against typhoid, tetanus, polio & meningitis. It is your responsibility to ensure you have the appropriate vaccinations and documentation.

Consular Advice

The Australian Department of Foreign Affairs issue travel advices on many countries. These are available by calling 1300 555 135 or by visiting their website: www.smarttraveller.gov.au to check your intended destination.

Age Limits

Some safaris and tours have strict age limits. In Africa children are not accepted at some lodges, and children under 15 years of age are not allowed to visit the gorillas or participate on some camping and canoeing tours. Some tour operators (namely adventure tour companies) will not accept adults older than 65 years of age and may require a medical report.

Travelling with Children

South Africa, Botswana and Namibia immigration laws require that all parents travelling with children below the age of 18 years provide an unabridged birth certificate. This document must include details of both the child's father and mother.

RESPONSIBILITY

African Expert and World Travel Design Pty. Ltd. accepts bookings subject to the following conditions:

1. A booking is accepted only after the receipt of the required security deposit is received.
2. Final balance is due 60 days prior to departure, otherwise the company may treat the booking as being cancelled.
3. The company do not own aircraft, hotels or vehicles. The company exercises every care in the selection of carriers, hotels, tour operators and the suppliers of travel services used. The company arrange and co-ordinate the services offered by third party services providers and cannot be held responsible for their accountability or services.
4. All bookings with the company are subject to the terms and conditions and limitations of liability imposed by the other suppliers some of whom limit or exclude liability in respect of death, personal injury, delay and loss of or damage to baggage and may require you to complete a release of indemnity form prior to commencing the arrangements.
5. All tickets, vouchers and documents are issued subject to the terms and conditions under which the other suppliers provide their services and the company is not responsible for carrier caused delays. The terms of your contract are those terms and conditions under which the other suppliers provide their services.
6. The company is not liable in any way for the acts, omissions or default whether negligent or otherwise of the other suppliers pursuant to a contract between the other suppliers and you (which may be evidenced by a ticket, voucher or other document) because the company has no control over the other suppliers.
7. You are aware that areas of travel in particular Africa may be politically unstable and that the tours may operate in remote or inaccessible areas, and that wild and potentially dangerous animals move freely in the areas where the safaris are conducted.
8. You further acknowledge that where the tour is conducted in an area without proper medical services the company and its servants and agents are expressly authorised to take such action as thought necessary for the provision of medical services and all associated costs are to be paid for by yourself.
9. Should the company or its other suppliers deem it desirable for political, climatic, overbooking of hotels/lodges or other reasons to amend or vary any itinerary it may do so by shortening varying or completely re-routing the trip in which case no objection or claim for compensation will be made. The company advises that it is compulsory to take out insurance against the above-mentioned risks for your protection.
10. These terms and conditions are incapable of alteration or waiver by representative of the company or of any person providing services on the tour.
11. You warrant you are over the age of eighteen (18) and have sufficient funds to pay for the travel services.

Thank you for booking with World Travel Design Pty. Ltd. and we ensure you the best of our attention.