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## **Terms and Conditions:**

AWOL Tours cc offers private tours for individuals, couples and families and Group trips that are customised for Special Interest groups, University and School groups. AWOL Tours can facilitate and operate a wide range of activities that can be incorporated into your itinerary. A few activities such as walking safaris in big game, white shark cage diving, kayaking are often outsourced to specialised tour operators. Many of the activities are outdoors and in Nature Reserves and National Parks, but we also highlight on the cultural diversity in host countries. We are able to enhance any trip and provide the best travel plans best suited to your budget, and can arrange a wide diversity of experiences with Tour leaders and guest speakers to accompany your group and that meets your travelling needs.

### **Preparing for your Trip:**

Our primary objective is to take the hassle out of a great travel experience. In return, we count on people to ensure that they have the right travel documents, health requirements and sense of adventure. Appreciate that in your host destination, local living standards, practices, services and accommodations may differ from those at home and to understand the fact that a road less travelled means a more unpredictable and more rewarding travel experience.

### **Group size:**

AWOL itineraries are customised to suit your group requirements and thus other AWOL Tour clients are never included on your experience.

### **Meals and Drinks:**

Travelling goes hand in hand with enjoying local cuisine, so we tend to make food a highlight of any tour. Whether it's a picnic lunch on the beach, watching whales breach from the seas or 3-course dinner in a secluded Farm Lodge, Our Guests enjoy local specialities such as braai's or barbeques. Catering for persons with special dietary requirements such as vegetarians can be made on request. All our meals have a healthy emphasis, using herbs and fresh vegetables. Meals are either served under the stars on a good clear evening or indoors. All meals are included in the costs unless specified. Participants are responsible for their own drinks and refreshments. Drinking water (not necessarily bottled as we try to limit waste) is available during the day. Local municipal water supplies are fully treated and rate amongst the best quality in the world. Our climate can be hot and dry especially during the summer months, so clients are advised to drink plenty of water.

### **Accommodation:**

Accommodation varies from camping under the stars, cattle ranches, restored farmhouses, forest cabins to historical cottages more than 100 years old. Where possible, we choose places to stay based on their unique character, location or atmosphere. The cost of our tours is on a per person sharing basis unless otherwise requested. We are able to configure bookings to suit your group's specific accommodation needs.

### **Reservations:**

To make your reservation please contact the AWOL office by e- mail. You are pleased ask to complete a Tour Itinerary and Quote request form which will aid us to provide you with accurate details and an itinerary that best suits your requirements. Reservations will be confirmed on receipt of a 50% deposit. Guests are asked to sign a booking form prior to departure, to confirm that you have read and agree to these terms. If you book less than one month before the departure date, full payment must be received before the booking can be accepted. Quotes are valid for one month after which prices can be subject to change. The price will be confirmed once a reservation has been made and deposit received. As AWOL Tours is a South African registered company all reservations shall be deemed to have been concluded in South Africa and shall be interpreted according to the laws in Republic of South Africa.

### **Weather:**

AWOL will not be held liable in any way for inclement weather that may cause alterations to the tour itinerary. In the case of weather preventing any activities from being run, AWOL reserves the right to move that activity to another day, combine it with existing itinerary activities or to substitute that activity with an activity of an equivalent value. In the event where activities cannot be run, swapped or substituted AWOL will refund the client the net value of that activity.

### **Cancellations:**

We recommend cancellation insurance. If you wish to cancel your trip, this must be done in writing by the person whose name the trip is invoiced to or the agent through whom the booking was made. In the event of cancellation, the deposit fee will be non- refundable. As tour prices are calculated for a group size as requested by the trip organiser, individual cancellations will affect the price of other travellers and therefore AWOL cannot guarantee any individual refunds on trip cancellations. However we will endeavour to reimburse a percentage of trip costs if cancellations are made a month prior to trip departure. It is important to note that such refunds can only take place after the conclusion of the tour by remaining participants.

AWOL reserves the right to cancel reservations due to unexpected occurrences without forewarning. In such a case, full refund of any payments received shall constitute full settlement. AWOL cannot assume responsibility for any loss incurred on account of non-refundable air or travel tickets.

**Travel Requirements:**

Valid passports are needed for all tours outside your country of origin. Visa arrangements are entirely the client's responsibility and AWOL accepts no responsibility in the event that these are not completed in time for departure.

**Please note travellers require TWO blank pages in passport to allow entry into South Africa**

**Medical issues:**

Both Australia and South Africa has excellent health services and doctors with some of the best training in the world. There are adequate hospitals and medical care facilities throughout the country. In rural areas however, the distance to such adequate facilities can be far. Similarly, the cost of world class private medical treatment is high. As such visitors should ensure that they have sufficient medical insurance to cover any medical emergency situation should the need arise.

No vaccinations are required when visiting Australia or South Africa and immunisation against cholera and small pox are not required. However, if you are entering South Africa from a yellow fever zone, you must be in possession of a valid international yellow fever inoculation certificate. Malaria is found only in the Lowveld of Mpumalanga and Limpopo and on the Maputaland coast of KwaZulu-Natal. Malaria is at low risk in the winter months. It is only possible to contract malaria by being bitten by an infected mosquito - however, when visiting these areas it is advisable to take the necessary safety and medical precautions. Use mosquito nets and an insect repellent to avoid being bitten. In addition, medication can be taken and should be taken according to the instructions given. Medication should be taken starting two weeks before entering the malaria zone and for four weeks after leaving the area. AWOL will advice on medical issues once a booking is made, but we advise consulting with your doctor or travel clinic beforehand. Please note that malaria medication should not be taken during pregnancy.

It is important that AWOL Tours is made aware of any prior medical conditions amongst any of the travelling group members, upon booking of the tour. Once bookings are made it is not possible to make substitute arrangements if this information is not forthcoming at the time of confirmation.

**Insurance:**

Because of the active nature of the tours, comprehensive travel insurance is obligatory for all guests. It is the guest's responsibility to ensure they have the right policy and paperwork. The insurance must include the cost of repatriation and helicopter rescue if the client becomes too ill to continue. We reserve the right to cancel bookings at any time if we are not satisfied that adequate insurance is in place for participants. Guests will be liable to reimburse AWOL for any money paid by us on their behalf for emergency medical transportation, repatriation, doctor and hospital costs and any other expenses related to illness if they become too ill or injured to continue on the trip.

**Indemnity:**

Every precaution is taken on tour to ensure all clients safety (including working with registered tour guides, meeting all international standards, and prior evaluation of tour activities for suitability by AWOL staff), however AWOL Tours accepts no responsibility for any person as a result of any reasons whatsoever. Tours of this nature involve physical activity that can be demanding, depending on the condition of the traveller, and involve risk of serious personal injury, including permanent disability and death from accident, illness or the negligence of other persons. Medical facilities and services may not be easily accessible and may not be sophisticated as in your home country. There are other risks associated with the trips, such as theft or loss of or damage to property. In addition, some of the services provided in connection with the trip, including lodging, transportation, food service and local tours and activities, are obtained from independent suppliers over whom AWOL has limited control. All clients are asked to sign an indemnity form on the departure date of the tour. No client will be allowed to commence a tour without having signed an indemnity form. The costs of all AWOL's trips are priced on the basis of travellers agreeing to this Limitation of Liability, Release and Indemnity. In consideration for participating in the trips travellers agree not to sue AWOL in respect of, and forever release them from, all liability for economic loss and physical or mental injury, direct or indirect, arising in connection with the trip—including without limitation, permanent disability and death; any emotional distress; any loss of services, financial support, aid, consortium or companionship; and any damage to or loss of property—in each case even if caused in whole or in part by the conduct, including the negligence, of AWOL or its employees, except where such loss, injury or damage is caused by the reckless or fraudulent conduct on the part of AWOL's, or its employees, guides, or directors in which case the traveller retains the right to sue only AWOL. Travellers further agree that they will hold AWOL harmless in respect of any claims arising in connection with the trip made by: i) the traveller's family members, dependants or heirs, or ii) third parties, which the traveller, their estate, their family members, dependants or heirs have sued, if damages are recovered from such third parties, to the extent the third party obtains any indemnification from AWOL; except where the loss, injury, death or damage is caused by the reckless or fraudulent conduct on the part of AWOL employees, guides, or directors.

AWOL reserves the right to decline accepting or retaining any traveller whose health or actions in AWOL's sole judgement impede the operation of a trip or the welfare or enjoyment of fellow travellers. On a trip of this nature, it is necessary for you to abide by the authority of the Tour Leader, who represents AWOL. The decision of the leader as to the conduct, itinerary and objectives of the tour is final. Signing our booking form signifies your agreement to this. If in the opinion of the leader your behaviour or physical condition is detrimental to the safety, welfare and well-being of the group as a whole (which are the paramount considerations), or if the leader considers your general well-being will be put at risk by continuing with the trip, you may be asked to leave the tour without the right to any refund.

In further consideration for participating in the trip travellers agree that AWOL or their designate may use any photographic or film records of the trips for promotional purposes, without any remuneration to the traveller. The traveller agrees to assign all right, title, and interest they may have in or to any media in which their name or likeness might be used to AWOL.

