



HOW TO BOOK A SAFARI



This document provides you with a summary of the process involved when booking a safari and specifically covers:

- ◇ Completing our **Booking Form** & understanding the **terms & conditions**
- ◇ **Payment** for your travel arrangements
- ◇ The need for **Travel Insurance**
- ◇ Requirements for **Flight Arrangements**
- ◇ Your **final travel documentation** on confirmation and prior to travel
- ◇ Our **Pricing, Quoting and Foreign Currency Policy**

PAYMENT

- ◇ To confirm your travel arrangements a 30% non-refundable deposit is required.
- ◇ The Balance or Final Payment is due 60 days prior to your departure date. The Invoice highlights the payment amounts due and the dates these are due by.
- ◇ Our Pricing, Quoting & Foreign Currency Policy contains key information on how to read your quote/invoice and the calculation of the Australian Dollar costs of your land arrangements. *NB: All land based quotes are valid for a 14 day period from the date of quotation and air fares are subject to change until paid in full and ticketed.*

PAYMENT CAN BE MADE BY:

1. Cash

2. Cheque

*Cheques are to be made payable to The Classic Safari Company. **Only Australian dollar cheques can be accepted.** We do not accept US dollar cheques as these cannot be processed in Australia. Should you wish to pay in US dollars please direct deposit into our US dollar bank account.*

3. Credit Card

We accept Visa, Mastercard and American Express for credit card payments. Payments made by Visa, Mastercard will incur an additional merchant fee of 2% and American Express a fee of 3%. This is calculated on the total transaction value. Should you wish to use a credit card please pay online at www.classicsafaricompany.com.au/payments or request a Credit Card Authorisation Form.

4. Direct Deposit

Into either the Australian bank account or, if quoted in US Dollars, to the US Dollar bank account as detailed to the right. When depositing quote your File # and Name (located at the top of your quote / invoice) as a reference.

AUSTRALIAN DOLLAR ACCOUNT:

2 Max Investments Pty Ltd trading as The Classic Safari Company Trust

Acc Name: 2Max Inv
Bank: ANZ Banking Group Ltd, Melbourne
Branch: 410 Oxford Street, Bondi Junction, Australia 2022
Account #: 298 214 254 | BSB: 012 241

USD DOLLAR ACCOUNT:

2 Max Investments Pty Ltd - trading as The Classic Safari Company USD Account

Acc Name: 2Max Inv
Bank: ANZ Banking Group Ltd, Melbourne
Branch: 410 Oxford Street, Bondi Junction, Australia 2022
Account #: 522615USD00001 | BSB: 012 241
Swift Code: ANZ BAU 3M

CHECKLIST

- ◇ **Deposit & final balance** - paid?
- ◇ **Travel Insurance** - is this arranged?
- ◇ **Booking Form** - is it filled in, signed, returned or completed online?
- ◇ **Passport** - checked validity & sufficient blank pages?
- ◇ **Pre-departure Information** - have I received and read this?
- ◇ **Visas** - do I require any?
- ◇ **Luggage** - what are the limitations on size & weight?
- ◇ **Medical** - do I need any vaccinations or medications?
- ◇ **Clothing/equipment** - do I need anything specific?

INSURANCE

The Classic Safari Company offers **CHI Insurance**. Comprehensive travel insurance is highly recommended and it is advisable to obtain insurance at the time of confirmation/paying a deposit.

FLIGHT ARRANGEMENTS

If The Classic Safari Company is booking flight arrangements, it is essential that your names are provided **AS THEY APPEAR IN YOUR PASSPORT** prior to making flight bookings.

TRAVEL DOCUMENTATION

On confirmation of your arrangements, the following will be issued:

- ◇ pre-departure information
- ◇ a confirmed itinerary
- ◇ a confirmed flight itinerary if applicable
- ◇ an invoice highlighting the balance due and the date this is due

Twenty One days prior to your departure from Australia, after your balance/final payment has been received, you will be issued with the following:

- ◇ Itinerary with our ground operator contact details, including a copy for friends/relatives
- ◇ Air tickets/e-tickets (if purchased through The Classic Safari Company)
- ◇ Travel insurance certificate and policy (if purchased through The Classic Safari Company)
- ◇ Country specific pre-departure information
- ◇ Travel vouchers (if applicable)
- ◇ Visa forms and any other key documents



QUOTING, PRICING, INVOICING AND FOREIGN CURRENCY POLICY

Our quoting policy is based on the principle that the bulk of your costs are pre-paid, meaning there will be minimal costs on the ground once you are travelling. Consider this when reviewing the quote as the total inclusions are comparable and on par with that of a quality holiday anywhere else in the world.

Extras tend to be visas, items of a personal nature, gratuities, activities not pre-booked, imported wines and liquors and meals in towns and cities when accommodation is based on a bed and breakfast basis.

The quote/invoice is broken down into:

Land Arrangements – this section details the activities, accommodation, the transfers, charter flights, park fees and flying doctor services included. Accommodation in our preferred camps and lodges (apart from the city hotels) is normally quoted on an all inclusive basis (accommodation, meals, local drinks, game activities & services of professional guides, park fees, and often laundry). Furthermore, road and charter transfers to and from the camps are also included and these can be substantial especially if you are flying between camps. Often the only access to the wilderness is by plane as the road infrastructure is not always suitable for timely travel.

Air Arrangements – this section details the international & regional sectors required to undertake the safari. Airport & airline taxes are included but are subject to change at the time of ticketing.

Extras – this section details such items as travel insurance, accessories and so forth.

A **Summary of the Total Costs** and a payment schedule is located at the very bottom of the Quote/Invoice. To confirm a booking we require a 30% non-refundable deposit of the total land arrangements. To this we add the cost of insurance and gorilla permits (if applicable) as these have to be paid for at the time of confirmation. The Quote/Invoice also highlights the inclusions and exclusions, along with the important conditions attached to your itinerary and booking a safari.

Payment will be accepted by credit card, cash, cheque or direct deposit. Payments made by Visa, Mastercard will incur an additional merchant fee of 2% and American Express a fee of 3%.

Please note: All land based quotes are valid for a 14 day period from the date of quotation and air fares are subject to change until paid in full and ticketed.

Pricing and Currency Fluctuations and Conversions

The Classic Safari Company is invoiced in foreign currency for your land and/or air arrangements. To determine the Australian Dollar value of your arrangements, in order to calculate the deposit required to secure arrangements, the applicable exchange rate at the time of quoting will apply.

Australian Dollar payments to The Classic Safari Company will then be converted to foreign currency on receipt of payment **at the exchange rate on the day payment clears in our bank account.**

Any further US Dollar balance due will then be **recalculated from US Dollars to Australian Dollars at the applicable exchange rate at the time of further payment.**

Should there be further fluctuations between advising the Australian Dollar payments due and receiving the monies in The Classic Safari Company's bank account, the invoice will be adjusted to reflect such fluctuations.

When purchasing currency, the **Bank Sell** rate is used – i.e. the bank is 'selling you USD'. This is a different figure to that quoted in the press which is the **Bank Buy** rate.

The Classic Safari Company does have a United States Dollar account should you prefer to make payment by direct deposit into this account. **Note we do not accept USD cheques.**

Signing the company Booking Form and/or payment of your deposit indicates acceptance of this process.



This is a contract to book travel arrangements

This is a contract for 2Max Investments Pty Ltd ABN 20 002 789 559 trading as The Classic Safari Company ("TCSC") to introduce to you (the "clients"), particulars of whom are set out in the "Passenger Information", under, a person, persons and/or companies whom or which will supply to you services (the "travel arrangements"), particulars of which are set out in Invoice no. _____ and/or any variations of it agreed by parties in writing (the "Invoice") subject to the Terms and Conditions set out overleaf.

Passenger information

Title Mr - Mrs - Miss - Ms - Dr - Other -
 Surname (as per passport): _____
 First Names (as per passport): _____
 Address: _____

 City: _____ state: _____ postcode: _____
 country: _____
 Tel - work: _____ home: _____
 mobile: _____ fax: _____
 E-mail address: _____
 Occupation: _____
 I have the following **allergies** (if any) _____
 I have the following **dietary restrictions** (if any) _____

 Frequent Flyer – QF _____ Other _____
 Flight seat preferences: _____
 My shirt size is: S- M- L- XL- XXL- (for African safaris only)
 My weight is: _____kgs (mandatory for safety on charter flights)
 Room type: : Single- Twin- Double- Honeymoon- Family-
 Special Occasions request & date: _____

Title Mr - Mrs - Miss - Ms - Dr - Other -
 Surname (as per passport): _____
 First Names (as per passport): _____
 Address: _____

 City: _____ state: _____ postcode: _____
 country: _____
 Tel - work: _____ home: _____
 mobile: _____ fax: _____
 E-mail address: _____
 Occupation: _____
 I have the following **allergies** (if any) _____
 I have the following **dietary restrictions** (if any) _____

 Frequent Flyer – QF _____ Other _____
 Flight seat preferences: _____
 My shirt size is: S- M- L- XL- XXL- (for African safaris only)
 My weight is: _____kgs (mandatory for safety on charter flights)
 Room type: : Single- Twin- Double- Honeymoon- Family-
 Special Occasions request & date: _____

Emergency contact details

Name: _____
 Relationship: _____
 Tel - work : _____ home: _____
 Mobile: _____

Name: _____
 Relationship: _____
 Tel - work : _____ home: _____
 Mobile: _____

Passport information

Full name on passport: _____
 Passport #: _____ Date of issue: ____/____/____
 Expiry date: ____/____/____ Place of issue: _____
 Date of birth: ____/____/____ Citizenship: _____
 I have two (2) clear pages per country to be visited in my passport.
 My passport is valid for least 6 months after my return date from my travel arrangements.

Full name on passport: _____
 Passport #: _____ Date of issue: ____/____/____
 Expiry date: ____/____/____ Place of issue: _____
 Date of birth: ____/____/____ Citizenship: _____
 I have two (2) clear pages per country to be visited in my passport.
 My passport is valid for least 6 months after my return date from my travel arrangements.

Travel insurance

Please arrange travel insurance for me/us

Booking information

Your Safari consultant: _____
 Deposit Paid: Cash - Credit Card - Direct Deposit -
 Date Paid: _____
 Departure Date ex Australia: _____
 Number in Party: _____
 Names, if not family party: _____

I have read and understood the itinerary set out in the Invoice and instruct TCSC to book the travel arrangements in that Invoice. I confirm that all members of my travelling party have completed this booking form and that where any of them are under the age of 18 years, a parent and/or guardian of that child has completed and signed the booking form on behalf of that child.

Passenger 1 Signature: _____
 Passenger 2 Signature: _____
 Date: _____



Terms and Conditions

HOW TO BOOK YOUR TRAVEL ARRANGEMENTS

To accept the offer of TCSC set out in the Invoice, the clients must pay to TCSC the deposit set out in the Invoice. TCSC is under no obligation to the clients to book the travel arrangements unless and until the booking form and the deposit are provided to TCSC.

PAYMENT OF THE DEPOSIT

All land based quotes are valid for a 14 day period from the date of quotation and air fares are subject to change until paid in full and ticketed. The payment of the deposit OR any other partial payment for a booking constitutes consent to all provisions of the Terms, Conditions and general information contained in the Company's brochures, invoice and travel documents. The terms under which you agree to take these safaris cannot be changed or amended except in writing signed by an authorised officer of the Company. The deposit paid is not refundable for any reason whatsoever.

YOUR TRAVEL PACK – CHECK ON TRAVEL ARRANGEMENTS.

Upon the clients providing to TCSC the booking form and deposit, TCSC will provide to the clients a travel pack. The clients acknowledge that the clients will make certain that all aspects of the clients' travel arrangements are as required within that travel pack. The clients undertake to advise TCSC within 7 days of the date of the provision of the travel pack of any error that is contained in the travel arrangements as upon expiry of the 7 days, the clients are deemed to have accepted that the clients' travel arrangements are as set out in that travel pack.

PAYMENT FOR TRAVEL ARRANGEMENTS

The clients agree to make payment for the travel arrangements strictly in accordance with the schedule set out in the Invoice.

If the clients fail to make payments in accordance with the schedule, then upon that failure, the clients are in default under the terms and conditions of this agreement and the travel arrangements are deemed cancelled as at the date of default.

PAYMENT FOR LAND CONTENT OF TRAVEL ARRANGEMENTS

Where by virtue of the value of the Australian dollar, the costs for the land content of the travel arrangements exceed those stated in the Invoice, the clients agree to pay that excess and TCSC will provide to the clients a tax invoice for the excess. Should the clients fail to pay that tax invoice within 7 days of the date of receipt of same, the clients are deemed to be in default under this agreement and the travel arrangements are deemed cancelled as at the date of that default.

CHANGES TO TRAVEL ARRANGEMENTS- BY CLIENT ("CLIENTS' CHANGES")

The clients may alter travel arrangements, but only by giving a written instruction to TCSC as to the changes required. Each change will attract an administration fee of \$100 and any increase cost occasioned by the change will be the subject of a tax invoice provided by TCSC to the client. Should the client fail to meet payment of the amount on the tax invoice within 7 days of the issue of same, the clients are deemed to be in default under this agreement and the travel arrangements are deemed cancelled as at the date of that default.

CHANGES TO TRAVEL ARRANGEMENTS BY TCSC ("CLASSIC SAFARI CHANGES")

The clients acknowledge and agree that for a whole series of reasons, TCSC may have to alter the travel arrangements up to and including and throughout the travel period. The clients agree to and complete them in accordance with those set out in the Invoice, or at all. In this regard, the clients acknowledge that the clients have undertaken whatever steps are necessary in order to check the health and physical condition of the clients and the ability of the clients, having regard to the clients' health and physical condition, to undertake what is set out in the travel arrangements.

CANCELLATION CHARGES

The travel arrangements can be cancelled by the client but only by providing TCSC with a written notice of the client's intention to do so.

Where a tour operator or airline company has a cancellation policy different to that set out below, then whatever that policy is or might be, that policy shall apply to any cancellation of travel arrangements with that tour operator or airline company.

If such a cancellation policy does not exist, and if the client wishes to cancel travel arrangements, and the cancellation notice is received:

- 60 days or more prior to departure – the client will forfeit the deposit paid;
- between 60 and 30 days prior to departure – the client will forfeit of 50% of the cost of the travel arrangements;
- 30 days or less prior to departure – the client will forfeit the whole of the cost of the travel arrangements;

as shown on the Invoice, or applied because of client changes.

REFUNDS FOR UNUSED PORTION OF TRAVEL ARRANGEMENTS

The clients acknowledge and agree that the travel arrangements are a package and that the client cannot choose to select portion of the travel arrangement and be refunded in whole or in part for those portions unused.

TRAVEL INSURANCE

The clients acknowledge and agree that where the clients request TCSC to book travel insurance, that the clients have undertaken a due diligence of the company providing such insurance and has satisfied himself, herself, themselves or itself that the travel insurance is adequate to insure the risks of the client. The clients acknowledge and agree that the clients do not in any way rely upon, nor do the clients expect TCSC to be an expert in the selection of the insurer, the insurance package, the policy or the premium rate to be paid by the clients to the insurer in respect of the provision of the policy or the terms and conditions of the policy and as to whether, in the circumstances of the clients and the travel arrangements, the insurance is adequate to protect the needs of the clients. TCSC is not an expert in travel insurance, the selection of the supplier of travel insurance or in the terms and conditions that form part of a travel insurance policy, nor is TCSC an expert in appreciating the cost that should be occasioned to the client for payment of the premium in relation to such insurance. The clients agree and acknowledge that in arranging such travel insurance for the clients, the clients and TCSC are not entering into any contract for TCSC to so provide advice as to, or to supply such insurance policy.

The clients acknowledge and agree that DFAT travel warnings may void travel insurance, and that it is the responsibility of the clients to monitor warnings.

PASSPORTS & VISAS

The clients agree and acknowledge that it is the clients' obligation, at all times, prior to, at the time of and throughout the travel arrangements for the clients to hold the appropriate passport and visas in order to be able to undertake and complete the travel arrangements. The clients acknowledge and agree that whilst TCSC may assist in the obtaining of the necessary visas to assist the client in being able to undertake the travel arrangements, that the rules and regulations in relation to the issue of the visas, particularly in the countries to be visited by the client during the travel arrangements, change and do so without notice. The clients agree and acknowledge that although TCSC may have assisted the client in obtaining such visas, the client does not rely upon TCSC to have provided correct visas that comply with the then current law of any country which the clients enter, or intend to enter, during the travel arrangements.

FORCE MAJEURE

The clients agree and acknowledge that TCSC cannot and will not be held responsible or liable by the clients for changes:

- to itineraries and accommodation and in relation to travel arrangements as a result of any matter, manner or thing outside of the care and control of TCSC, including inclement weather, civil unrest, Acts of God and the like;
- in local conditions and events, unpredictable, or predictable.

THE CLIENT ASSUMES THE RISK OF ENTERING UPON THE TRAVEL ARRANGEMENTS

The clients acknowledge that the clients have undertaken and will continue to undertake up to, including and throughout the period of travel in the travel arrangements, his, her, their or its extensive due diligence and ongoing due diligence in relation to the travel arrangements. The clients here acknowledge and agree that the travel arrangements are to take place in countries and regions and under circumstances where (not necessarily in the travel arrangements):

- standards of health care;
- the provision of trauma and health services;
- standards of hygiene generally;
- standards in food preparation;
- occupational health and safety rules, regulations and training;
- the provision and wearing of safety equipment; and
- safety checks on transport, equipment, vehicle, aeroplanes and equipment;

used and/or provided in the travel arrangements, are or may be of a lesser standard (and substantially so) than in Australia.

The clients acknowledge and agree that the provision and wearing of safety equipment whilst the client is undertaking activities that would normally require the client to wear such equipment, provision of emergency equipment and trained manpower; training of staff in emergency procedures and generally may not be up to the standard of first world countries and may be substantially below that standard or non-existent. The clients agree and acknowledge that the clients accept that as a result of the travel arrangements, those travel

arrangements may involve potential and actual exposure to injury and possibly death of the client, or a person or persons accompanying the clients during the period of travel.

The clients acknowledge that the extensive due diligence and continuing due diligence in relation to the travel arrangements include the clients' attention being drawn to the DFAT travel warnings in relation to that or those places in the travel arrangements to which the clients are to travel. The clients agree and acknowledge that the clients has satisfied himself, herself, themselves or itself as to whether or not it is safe to travel to the destinations so stated on the travel arrangements.

The clients also agree and acknowledge that any such due diligence has been undertaken up to and including the time of travel and during the period of travel.

WHAT IS INCLUDED IN AND WHAT IS EXCLUDED FROM THE TRAVEL ARRANGEMENTS?

The clients acknowledge and agree that the only services to be provided are those specifically set out on the Invoice and in the travel pack, and no more and as a consequence all other experiences that may be had whilst the travel arrangements are in place, are at the cost of the client. The following are not a part of the travel arrangements:

- personal travel insurance;
- travel insurance;
- visa, passport and vaccination charges;
- airport departure and airline taxes;
- any meals, transport costs, accommodation costs or other expenses that are not included in the travel arrangements;
- laundry, postage, personal clothing, medical expenses and the items of a personal nature;
- emergency evacuation and/or emergency search charges;
- additional expenses caused by delay, accidents or disruption to planned itineraries;
- tipping and excess baggage charges;
- beverages (unless as otherwise in specified in the Invoice); and
- any item not specifically detailed as included in the travel arrangements.

JURISDICTION

The laws of New South Wales, Australia shall apply to this agreement and anything that emanates there from. In respect of any dispute, claim or demand in relation to this agreement and anything related either directly or indirectly to it, including the provision of and the enjoyment of the travel arrangements by the client shall be commenced and continue in a court with a registry in the central business district of Sydney and no other. Where a party to any such proceedings is a party to this agreement, and as a result of the laws of the court in which the proceedings are commenced, may transfer the proceedings to another registry, the parties agree that such parties shall not so transfer.

HEALTH AND FITNESS OF THE CLIENTS

The clients acknowledge and agree that TCSC has made no enquiry whatsoever as to the fitness, health or otherwise of the clients to be able to undertake the travel arrangements and to complete them in accordance with those set out in the Invoice, or at all. In this regard, the clients acknowledge that the clients have undertaken whatever steps are necessary in order to check the health and physical condition of the clients and the ability of the clients, having regard to the clients' health and physical condition, to undertake what is set out in the travel arrangements.

NO AGENCY

TCSC identifies a person, persons and/or company whom or which can supply to the clients the appropriate goods and services to allow the clients to be able to undertake the travel arrangements and at the instruction of the clients, contracts for and on behalf of the clients with that contractor in order for the contractor to supply to the clients those goods and/or services.

At no time is TCSC an agent for the contractors nor are those contractors an agent for TCSC.



THE CLASSIC SAFARI COMPANY

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