



## **Terms and conditions**

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## **CANCELLATION POLICIES**

If a cancellation is made LESS than 45 days prior to departure, the cost of the entire arrangement is payable to us.

In case of war or natural disasters in the country of your final destination, a full refund will take place should such a situation occur LESS than 14 days prior to departure.

We do recommend taking out cancellation insurance, in which case, should a cancellation be necessary, you are able to claim your costs back from the insurance company.

## **TRAVEL INSURANCE**

We recommend that you take out travel insurance, in which case you insure yourself against unforeseen situations, up to and during your trip.

African Adventure co-operates with Gouda Insurance and we will be happy to arrange any insurance you might wish.

## **PAYMENTS OVERDUE**

In the case of payments overdue, African Adventure will be entitled to cancel any booking and any paid-up money will in such case be lost to the client.

## **BOOKING TRANSFER**

It is possible, within a reasonable time, to transfer the booking to someone else.

In such a case, please notify us as quickly as possible, in order that we may make the necessary amendments. There will be some extra costs in connection with such a transfer, among other things; a transfer will require the issuing of a new airline ticket.

## **RESCHEDULING OF TRAVEL PLANS**

In the case that African Adventure find it necessary to change or cancel a booking, the client will be duly notified. In which case we will attempt, in close cooperation with the client, to arrange a revised itinerary, which is completely satisfactory.

In the case of the client wishing to make any changes in the booking, a fee of 500 DKK is applicable.



## **MEANS OF PAYMENT**

Payments can be made directly to our offices, via bank transfer or by the means of bank-payment forms, available through us.

## **DEPOSITS AND FINAL PAYMENT**

Directly after the booking, a confirmation will be forwarded, along with an invoice covering the deposit (40% of the travel arrangement fee + the fee of the airplane ticket). This is to be paid within 14 days.

Approximately 45 days before departure, the final invoice will be forwarded. This is to be paid within 14 days.

Any arrangement booked less than 60 days before departure is liable for payment within 14 days.

## **SINGLE ROOM**

All our prices quoted are based on shared double rooms. Should you desire a single room, please contact us and we will inform you of the precise extra costs in this connection.

## **AIRPLANE TICKETS**

Approximately 25 days before departure, you will receive your airline ticket along with other relevant documents. Upon receipt, it is very important that you check the spelling of your name in the ticket and assure the name and spelling is similar to that in your passport. It is your responsibility, when you book the trip with us, to ensure the correct name/spelling. Any change may incur a new ticket or a fee of app. € 150.

## **FORCE MAJEURE**

Any changes in your itinerary after the commencement of your trip, which are caused by war, natural disasters or the like, will not result in any compensation.



## **TRAVEL INSURANCE**

We recommend that you take out travel insurance, in which case you insure yourself against unforeseen situations, up to and during your trip.

African Adventure co-operates with Gouda Insurance and we will be happy to arrange any insurance you might wish.

## **MISUNDERSTANDINGS**

We pride ourselves in making sure all details with regard to your trip is in complete order.

However, misunderstandings happen and if you are not able to solve it locally with our partners, please contact us as quickly as possible. Thus enabling us to deal with any mix-ups quickly and efficiently.

## **PRICE ADJUSTMENT**

The total fee of your arrangement is based on pertinent tariffs, taxes and foreign exchange rates. We reserve the right to adjust said fee, before your trip commences,

in case of cost pressures caused by rising airfares, airport taxes and/or currency fluctuations. You will of course, be duly notified.

## **TRAVEL GUARANTEE**

African Adventure AB is a member of "Kammarkollegiet" in Sweden. In case African Adventure AB files for insolvency or suffers bankruptcy, a full reimbursement of money paid or help in connection with your return trip is thus assured.



## **CONTACT US**

Should you require assistance during your trip, then we are readily available.

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