



Selley Safaris

TRAVEL & TOURS

The Terms and Conditions set out below will be exclusively governed by and construed in accordance with the laws of South Africa whose Courts will have exclusive jurisdiction in any dispute, other than Selley Safaris who have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions. The rights of the consumer as laid out in the Consumer Protection Act No. 68 of 2008 (as amended from time to time) of South Africa. Please be advised of Selley Safaris Terms and Conditions as follows:

Bookings

To ensure availability, we would like to request that booking enquiries are made well in advance.

All quotations and bookings are subject to availability.

Bookings are confirmed only when full payment of the invoiced amount is received.

Rates are subject to reviews due to factors beyond our control.

Cancellation fees apply if cancelled within 24hrs prior to departure

Full payment is due strictly 30 days prior to departure, or before commencement of the service on short notice bookings.

Rates are subject to change without notice.

Rates quoted are only applicable to the specific criteria as per client request and cannot be altered, amended or interpreted in any other way, if the quotation criteria need to be amended a new quotation is applicable.

Groups might be sub hired without prior warning.

Any vehicles larger than 20 seaters will be sub hired - reputable companies are used for our services.

Refund and Cancellation Policy

Requests to reduce or waiver cancellation fees from the Client will be considered with the decision made at the discretion of Selley Safaris.

On cancellation of a confirmed reservation Selley Safaris shall, subject to the relevant provisions of the Consumer Protection Act No. 68 of 2008 (as amended from time to time), and to the extent that the provisions of said Act are applicable, be entitled to the payment of the following cancellation fees:

- If cancellation of any booking, or any part thereof, is received 30 to 8 days or prior to arrival, a 50% cancellation fee will be charged.
- If cancellation of any booking, or any part thereof, is received 7 to 0 days or prior to arrival, a 100% cancellation fee will be charged.

Cancellation of all bookings must be in writing and is only effective on receipt of the written notification.

Banking Details

The Client can make payment via link with Visa or MasterCard or electronic transfers into our bank account.

All electronic transfers should be made in full and free of any bank charges

A copy of the deposit slip or bank draft, together with the appropriate details, Client name and invoice must be emailed to Selley Safaris in order to reconcile the appropriate records.

Failure to do so may result in the payment not being reflected against the booking, and therefore released due to non- payment.

BANK ACCOUNTS ZAR

(for South African Rand Invoices)

Account Name: Selleys Transfers

Bank: FIRST NATIONAL BANK Account number: 62770798381 Branch code: 252242

Branch: Bracken City

SWIFT: FIRNZAJJ

No-shows and punctuality

It is the responsibility of the client to ensure that sufficient time is allowed to arrive at their destination.

Please contact us beforehand in case of any changes in flight or travel plans. Please keep our contact number and/or email address at hand for this purpose. We will do our best to accommodate these changes/delays, but we cannot be held responsible should the driver be required elsewhere in their schedule.

Should you fail to inform us of any changes or delays, and should you do not arrive at the meeting point within 15 minutes of the collection time, you will be billed the full amount and considered a 'no-show'.

In the case of a no-show and cancellations less than 24 hours before departure the full booking fee will be charged.

As we are bound to and respect speed limits, SANPARKS / Private Nature Reserves regulations and airline check in requirements, we will not be held responsible for clients missing flights or other forward transport as a result of them personally delaying departure from the departure point/lodge at our stated time.

Onward Connection

The client has to make his/her own arrangements for forward transfer with the relevant lodge or private transfer company directly.

Health and Safety

The driver has the right to refuse any client who in his/her opinion is a danger to the driver, vehicle or other passengers. In the interest of Health and Safety, SS reserves the right to refuse admission to any of our services where it may hinder the health and safety of fellow passengers.

Smoking on our vehicles or excessive intoxication by use of alcohol or drugs is NOT permitted and passengers will be refused boarding at the sole discretion of the driver. In the event of the passenger being refused boarding, the passenger will forfeit any right to a refund or compensation.

No animals will be carried on our vehicles with exception of trained guide dogs accompanying a visually impaired passenger. Selley Safaris will not be obliged to carry any child under the age of 13 years unless that child is accompanied by a responsible adult.

Selley Safaris is committed to passenger safety. Each vehicle is insured with passenger liability insurance. We only employ drivers that have been issued a Professional Driving Permit (PDP). Our vehicles have all been issued with the necessary permits, and are maintained to high specification and are inspected daily by management to ensure your safety.

Travel insurance is compulsory and is the responsibility of each client. This must cover for cancellation, personal effects, personal accident, medical and emergency travel expenses.

Disclaimer

As much as we pride ourselves on our reliability and punctuality, unforeseen circumstances may delay or cancel our service without prior notice.

Selley Safaris, their employees, agents, associates and any other person indirectly in the employ or service of SS will not be liable for any loss, damage, injury, accident, delay or inconvenience to any person or their personal belongings.

We will always endeavour to have the driver on time for every collection, but unforeseen circumstances may delay our service.

We request that clients wait 15 minutes after the scheduled collection time before making alternative arrangements.

Please ensure that we have a mobile number of the passenger(s) so that we can liaise with them should we be unexpectedly delayed.

Please note: SS will not be held responsible for any lost or damaged luggage.

Kruger Day Tours

By agreeing to the terms and conditions in this agreement, you hereby acknowledge that you are entering an area under the jurisdiction of South African National Parks (SANParks) where you could be subject to man-made or natural elements and where dangerous animals could be a risk. I understand and appreciate fully that there are risks involved. SANParks & Selley Safaris are not liable for any loss or damage to the property or possession of any guest or resident (or accompanying minor) even if such damage is caused by the negligent act or omission of SANParks; arising from death or any bodily injuries of whatsoever nature sustained by a guest or resident (or accompanying minor) whether such injuries are caused by the negligent act or omission by SANParks, and/or by the defective functioning of any apparatus. The guest or resident and/or his/her/their estate hereby indemnifies SANParks & Selley Safaris against any claim, action, judgment, costs and/or expenses which may be made against us and as may in any way be related to the above. SANParks reserves the right to conduct random search of any incoming and departing vehicle within the boundaries of Park being accessed or departed from.

Other

Travel routes are decided at the sole discretion of the driver. Suggestions are welcome, but the driver will decide on the final route, and no discussion to the contrary will be entered into.

For children under 3 years – a baby seat is mandatory. Please indicate this when making your reservation.

SS reserves the right to refuse to undertake the conveyance of any passengers.

There will be no refunds or compensation for entertainment system failure on our transfer services.

Any changes to your itinerary or route must be made with SS reservations, and not directly with the driver.

Privacy

We completely respect your privacy at SS, and shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA).

The PAIA may be downloaded from: www.polity.org.za/html/govdocs/legislation/2000/act2.pdf

We will never sell, rent or give away your name, email or address to anyone - ever. We will use your email address only to communicate with you about your bookings and information from SS.

Please note that if you register as a customer, your details will be kept in a secure server for your use the next time you book with us.

However, this information is exclusively used for the handling of your orders and for your added convenience. It will never be sold, rented or given away to a third party.