1. Your Contract
a) Your contract is with Absolute Africa (UK) Limited, a company registered in England No 6683950, registered office The 1929 Shop, Merchants Mews, 2 Eversholt Street, London NW1 9BD, hereafter called “the Company” or “we”. When you make a booking you confirm that you have the authority to accept and do accept on behalf of your party the terms of the contract. The contract cannot be varied except in writing. Booking fees and deposits cannot be refunded once a booking has been confirmed. We reserve the right to offer an alternative holiday if the confirmed details cannot be provided. You are bound by the contract from the time you accept the booking conditions and your deposit is paid.

2. Prices and payment
a) To make a new booking you need to send us a signed completed booking form or fill in the details online on our website.

3. Confirmation invoice
a) A confirmation invoice is sent to you in writing on your request to the relevant service provider but cannot guarantee that it will be accommodated.

4. Website and brochure accuracy
a) Every effort is made to provide as much pricing information as possible on our website and in our brochures to ensure this information is accurate. Regrettably however changes and errors do occasionally occur. We cannot accept liability for errors. Prices and details of products and services and any offers posted online are subject to change without notice and all products, services and offers are subject to availability.

5. Insurance
a) It is a condition of booking that every passenger must have travel insurance in force for the entire duration of the safari. It is your responsibility to ensure that insurance is adequate, even if you have seen our policy. Your insurance must include adequate coverage for any adventure sports you might do, medical expenses and the cost of repatriation to your home destination should you become too ill to continue on the safari. If you join the safari without adequate insurance you may not be allowed to continue on the safari with no right of refund. The minimum required by law is: 

6. Fitness and special requests
a) All additions to your confirmed safari are subject to availability and a confirmation invoice is issued by the Company with a deposit. The deposit is non-refundable in the event of no availability.

7. The local payment
a) The local payment must be paid to the Tour Leader on the day of departure in USD cash. The client acknowledges that this money is reserved to cover any on the ground costs that are paid direct to local operators and wildlife authorities in Africa. It is accepted that in extraordinary circumstances the amount may need to be changed as it is based on estimates at the time of booking. It is possible that we may not be able to accommodate the needs of any client who has particular health requirements, we must reserve the right to decline their reservation or, if in full default of payment, to cancel when we become aware of these details and apply cancellation charges as described in Clause 11 of these conditions.

8. Acceptance of risk
a) Your booking is accepted on the understanding that you realise the hazards involved in this kind of trip, particularly in consideration of the countries visited including injury, disease, loss or damage to property, inconvenience and discomfort and matters rising out of the costs payable direct in Africa including kitty, optional excursions and insurance premiums, passenger liability insurance and the services of the staff. 

9. Cancellation and payment of a transfer fee
a) Should you wish to make any changes to your confirmed arrangements, you must notify us as soon as possible. Any such request must be made in writing by the party leader. We will do our best to meet your request but it may not always be possible. You will be asked to pay an administration charge and any further costs we incur in meeting your request. If you notify us in writing not less than 21 days before the departure date. You must provide proof of why you are unable to travel at the time you transfer your booking. A transfer fee of £50 will be due at that time, together with any charges or costs levied by a supplier, and we will not confirm such a transfer until all costs have been paid. The new passenger shall be responsible for obtaining any necessary travel documents.

10. If you cancel your booking
a) You or any member of your party may cancel your arrangements at any time. Should you or any member of your party cancel your chosen arrangements the party leader must immediately advise us in writing. Notice of cancellation will only be effective when it is received in writing by us.

b) The client acknowledges that payment for the safari is an integral part of the safari's income. If you cancel your booking more than 8 weeks before departure we will not refund your deposit.

11. If you change/cancel your holiday
b) Arrangements are planned many months in advance in order to deliver the scheduled itineraries. We will endeavour to keep to the initial itinerary as closely as possible.

c) The company reserves the right to make alterations to a trip at any time. We will endeavor to keep you informed of all significant changes.
12. Force majeure

12.1 In these booking conditions ‘force majeure’ means any event that we or the supplier or subcontractor to the supplier so that the concerns can be addressed. With regard to terrorist acts or similar circumstances beyond our control.

12.2 In these booking conditions, ‘force majeure’ means any event that we or the supplier or subcontractor so that the concerns can be addressed. With regard to terrorist acts or similar circumstances beyond our control.

13. If you have a complaint

13.1 If you have a complaint during your safari it is your responsibility to ensure, at the earliest possible opportunity, that any perceived failure in the performance or improper performance of the contract which we or the supplier or subcontractor to the supplier so that the concerns can be addressed. With regard to terrorist acts or similar circumstances beyond our control.

13.2 If you have a complaint during your safari it is your responsibility to ensure, at the earliest possible opportunity, that any perceived failure in the performance or improper performance of the contract which we or the supplier or subcontractor to the supplier so that the concerns can be addressed. With regard to terrorist acts or similar circumstances beyond our control.

17. Marketing materials

17.1 Any likeness or image of you secured or taken on any of our safaris may be used by the Company, your agent or a third party in any promotional or marketing purposes such as in brochures, slides, video shows and the internet.

18. Passports, Visas and Health

18.1 It is your responsibility to be in possession of a valid passport and any necessary visas or health documents. Requirements may change and you should check the latest information before your departure. The name in the passport must match the name on your ticket where provided. It is recommended that your passport is valid for at least 6 months beyond your planned return date. If you are not a British citizen, you should check the latest travel and immigration advice on the passport and visa requirements of the countries you propose to visit. We also cannot accept liability or consider refunds for clients who cannot travel because of incomplete or incorrect documentation.

The Foreign & Commonwealth Travel Advice Unit may publish information about your destination on the internet www.fco.gov.uk. The Department of Health website at www.doh.gov.uk also provides health advice for travellers. If you are not a British citizen, you should check the equivalents sites in your home country.

18.2 Any information or advice provided by the Company on matters such as visas, medications, vaccinations, climate, clothing, baggage, special equipment, permits, which truck or crew you will have, specific itinerary details etc. is given in good faith to the best of our knowledge at the time, but without responsibility on the part of the Company as to individual requirements for specific trips. The passenger accepts responsibility for obtaining any necessary visas and travel documents including a valid passport as required for the entire duration of the safari.

18.3 Countries on route may be regarded as politically unstable, or have regions of some political insecurity. The Client is then advised to keep themselves informed of current or potential political or foreign Office Travel advice in respect of the countries to which we travel.

18.4 There is no free health service in the countries on route and prior to the safari you are required to consult with a qualified medical practitioner/travel clinic as to all health issues and diseases that may arise on safari such as malaria, as well as to obtain the appropriate International Certificates of Vaccination valid for the duration of the expedition.

19. Data Protection

19.1 For the purposes of the Data Protection Act 1998 we, Absolute Africa, are a data controller. In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to collect certain personal details from you. These will include, where applicable, the names and addresses of party’s members, credit/debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the chosen holiday arrangements and any dietary restrictions which may disclose your religious beliefs. If we need any other personal details, we will tell you before we obtain them from you. We must pass on your personal details to the companies and organizations who need to know them so that your holiday can be provided for you (for example your hotel, your tour operator, the credit/debit card company or bank). The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by that country or our suppliers.

19.2 We have appropriate security measures in place to protect the personal details you give us. As your travel arrangements are to take place outside the European Economic Area, (EEA), controls on the protection in your country may not be the same as those in the UK. We will ensure that we comply with all relevant legal requirements in this country. We will not however, pass any information on to any company and/or organisation not responsible for providing any part of your travel arrangements. Where we pass you with personal details relating to any special requirements such as those mentioned above, you consent to this information being passed into any organisation or companies responsible for any part of your travel arrangements whether in the EEA or not. We cannot pass this information to the relevant suppliers, we cannot provide your travel arrangements.

19.3 We are entitled to assume you do not object to our doing any of the things mentioned above unless you tell us otherwise in writing. You are generally entitled to ask us by letter or e-mail what details of yours are being held or processed, for what purpose and to whom they are disclosed or will be disclosed. You may also be entitled to ask us to correct or complete any information that you consider inaccurate or incomplete. If you have a right to ask us to correct any information, you are entitled to ask us to supply you with a copy of the information, or to advise you where the information is being held or processed.

19.4 If you have a right to ask us to correct any information, you are entitled to ask us to supply you with a copy of the information, or to advise you where the information is being held or processed.