

BOOKING TERMS & CONDITIONS

Last Updated: 21 August 2026

These Booking Terms & Conditions apply to all travel arrangements, tours, accommodation, transfers, transportation, activities, experiences, events and related travel services arranged or supplied by **African Xplora** (“African Xplora”, “we”, “us” or “our”).

By requesting, confirming or paying for any travel service or itinerary arranged by African Xplora, the client (“you”, “your” or “client”) agrees to these Booking Terms & Conditions, together with the applicable Quote, itinerary, invoice, booking confirmation and any specific terms and conditions of the relevant third-party supplier.

Where a specific supplier’s terms and conditions apply to a particular service, those terms form part of your booking and may take precedence where they impose specific requirements, cancellation fees, payment conditions or restrictions.

1. About African Xplora

African Xplora is a South African travel company specialising in tailor-made travel arrangements and experiences in Southern & East Africa.

Our services may include, but are not limited to:

- tailor-made itineraries;
- accommodation bookings;
- hotels, lodges, camps and villas;
- private and scheduled transfers;
- chauffeur-driven transportation;
- tours and sightseeing;
- safari arrangements and game drives;
- flights and other transportation;
- activities and excursions;
- events and special occasions;
- guides and tour leaders;
- travel experiences and other tourism-related services.

African Xplora may provide certain services directly and may arrange other services through independent third-party suppliers.

2. Definitions

For these Terms & Conditions:

“Booking” means any travel service or combination of services confirmed by African Xplora on your behalf.

“Client” means the person or persons purchasing or participating in the travel services.

“Quote” means the written proposal or Quote provided by African Xplora.

“Confirmation” means the written confirmation issued by African Xplora confirming that a booking or service has been secured.

“Supplier” means any independent third-party provider used in connection with your booking, including hotels, lodges, airlines, rail operators, transfer companies, transport operators, guides, activity providers, safari operators, restaurants and other service providers.

“Travel Services” means any accommodation, transportation, transfer, tour, excursion, activity, flight, safari, event or other service arranged by African Xplora.

“Departure Date” means the date on which the client is scheduled to commence the relevant travel arrangements.

“Force Majeure Event” means an event beyond the reasonable control of African Xplora or the relevant supplier, including but not limited to natural disasters, extreme weather, floods, fires, epidemics or pandemics, government restrictions, war, terrorism, civil unrest, strikes, industrial disputes, political instability, border closures, airport closures and other extraordinary circumstances.

3. Quotes

All Quotes are subject to availability at the time of booking.

A Quote does not constitute a confirmed booking unless expressly stated otherwise in writing by African Xplora.

Prices may change before confirmation due to:

- changes in supplier rates;
- currency fluctuations;
- changes in taxes or government charges;
- changes in park, conservation or entrance fees;
- changes in fuel levies;
- changes in airline fares or airport taxes;
- changes in accommodation rates;
- supplier availability; or
- other circumstances outside African Xplora's reasonable control.

Unless otherwise stated, a Quote is valid only for the period stated on the Quote.

Any verbal information should be confirmed in writing before a booking is considered confirmed.

4. Booking Confirmation

A booking becomes confirmed once:

1. the client has accepted the Quote;
2. the required deposit or full payment has been received and cleared; and
3. African Xplora has confirmed the relevant services with the applicable suppliers.

For certain services, full payment may be required immediately in order to secure availability.

A booking may not be considered confirmed merely because a Quote has been issued or a provisional reservation has been requested.

5. Deposits and Payment

Unless otherwise stated on the Quote or Invoice:

- a 50% deposit is required to confirm a booking; and
- the remaining 50% balance is due 30 days before the commencement of the booked services.

For bookings made within 30 days of commencement, full payment may be required immediately.

Certain suppliers or services may require different payment conditions, including:

- 100% payment at the time of booking;
- non-refundable deposits;
- full payment several weeks or months before arrival;
- full payment for permits;
- full payment for flights;
- special payment requirements for peak-season accommodation; or
- other supplier-specific conditions.

Where such conditions apply, they will be communicated to the client where reasonably practicable and will form part of the booking.

African Xplora reserves the right not to confirm or maintain a booking if the required payment has not been received by the applicable due date.

6. Late or Non-Payment

If payment is not received by the applicable due date, African Xplora may:

- cancel the booking;
- release accommodation, transport or activities held on a provisional basis;
- charge applicable cancellation or supplier fees;
- charge reasonable administration costs; and/or
- require immediate full payment before proceeding with the booking.

Any costs incurred by African Xplora as a result of late payment, including non-refundable supplier charges, may be payable by the client.

7. Prices and Currency

Prices are stated in the currency shown on the Quote or Invoice.

Unless expressly stated otherwise, prices include only the services specifically listed in the Quote.

Items not expressly included may be payable separately, including:

- meals and beverages;
- gratuities;
- visa fees;
- travel insurance;
- personal expenses;
- additional baggage;
- optional activities;
- additional transport;
- additional entrance fees;
- medical expenses;
- additional accommodation;
- fuel surcharges;
- airport or government taxes introduced after Quote;
- costs arising from delays or itinerary changes requested by the client.

Where a supplier changes its price before the relevant service is fully secured or paid, African Xplora may pass the increase on to the client.

8. Currency Fluctuations

Where supplier costs are denominated in a currency different from the currency in which the client is invoiced, exchange-rate fluctuations may affect the final cost.

Unless expressly stated otherwise, African Xplora does not guarantee exchange rates between the date of Quote and the date of final payment.

9. Third-Party Suppliers

African Xplora works with independent third-party suppliers and carefully selects reputable service providers.

These suppliers may include:

- airlines;
- hotels and lodges;
- safari camps;
- tour operators;
- guides;
- transport companies;

- car rental companies;
- rail operators;
- activity providers;
- restaurants;
- cruise companies;
- charter companies; and
- other tourism service providers.

The services provided by these suppliers are subject to their own terms, conditions, rules and cancellation policies.

By booking such services through African Xplora, you acknowledge that these supplier terms may apply to your booking.

African Xplora will use reasonable care in selecting and arranging suppliers but cannot control the day-to-day operation of independent suppliers.

10. Accommodation

Accommodation is subject to availability and the specific terms of the relevant property.

Room categories, views, bedding arrangements, connecting rooms, meal plans and other special requests are subject to availability and cannot be guaranteed unless expressly confirmed in writing.

Requests such as:

- early check-in;
- late check-out;
- connecting rooms;
- specific room locations;
- specific views;
- dietary requirements;
- special occasions; or
- adjoining rooms

are requests only unless specifically confirmed by the accommodation provider.

Accommodation cancellation policies vary by property and rate type and may be more restrictive than African Xplora's general cancellation policy.

Where a supplier's cancellation policy applies, the client will be responsible for the applicable cancellation charges.

11. Flights and Air Travel

All flight bookings are subject to the applicable airline's fare rules and conditions.

Once an airline ticket has been issued:

- changes may incur airline penalties and fare differences;
- name changes may be restricted or prohibited;
- cancellations may be non-refundable;
- refunds are subject to the airline's rules;
- unused tickets may have limited validity; and
- African Xplora may charge an applicable administration or service fee.

African Xplora is not responsible for airline schedule changes, delays, cancellations, strikes, missed connections or other disruptions caused by an airline or other aviation provider.

Where an airline provides a refund, African Xplora will process or pass on the applicable refund after receipt of the funds from the airline, less any applicable non-refundable charges or service fees.

Clients are responsible for checking that passenger names, passport details and other information supplied for ticketing are correct.

12. Transportation and Transfers

Transportation services are subject to the capacity, operating conditions and licensing requirements of the relevant vehicle or transport provider.

Vehicle types may be substituted where necessary due to operational requirements, availability or circumstances outside African Xplora's reasonable control.

Unless expressly stated otherwise, transportation is provided with a driver.

Clients must comply with all applicable safety instructions, including seatbelt requirements and luggage restrictions.

African Xplora reserves the right to refuse transportation where a passenger's conduct, luggage, medical condition or other circumstances reasonably create a safety risk.

Additional charges may apply where transportation exceeds the agreed duration, distance, route or passenger capacity.

13. Activities, Excursions and Safaris

Participation in activities, excursions and safari experiences may involve inherent risks.

These may include, depending on the activity:

- wildlife encounters;
- walking in remote areas;
- uneven or elevated terrain;
- water-based activities;
- adventure activities;
- road travel;
- extreme weather;
- remote locations;
- limited access to medical facilities;
- insect and animal bites;
- altitude;
- physical exertion; and
- other environmental or operational risks.

Clients participate in activities with an understanding of their inherent risks and must follow all safety instructions given by guides, operators and activity providers.

Certain activities may have specific age, weight, medical, fitness, experience or equipment requirements.

African Xplora may require relevant information from the client in order to make an appropriate booking.

14. Safari and Wildlife Travel

Clients acknowledge that safari and wildlife travel involves specific risks arising from the natural environment and proximity to wild animals.

Wildlife sightings cannot be guaranteed.

African Xplora does not guarantee the presence or behaviour of any particular animal.

Clients must follow the instructions of guides, rangers, lodge staff and other authorised personnel at all times.

Failure to comply with safety instructions may result in removal from an activity or service without refund.

15. Health, Fitness and Medical Requirements

Clients are responsible for ensuring that they are medically and physically fit for the travel arrangements and activities they undertake.

Certain destinations and activities may involve:

- malaria or other infectious diseases;
- high temperatures;
- altitude;
- strenuous walking;
- remote locations;
- limited medical facilities; or
- other health considerations.

Clients should seek appropriate medical advice before travelling and ensure that they have any required medication, vaccinations and medical documentation.

African Xplora may provide general travel information but does not provide medical advice.

16. Travel Documents, Passports and Visas

Clients are solely responsible for ensuring that they hold all required:

- passports;
- visas;

- permits;
- travel authorisations;
- vaccination certificates;
- health documentation;
- parental consent documents; and
- other required travel documents.

Passport and visa requirements vary by nationality and destination and may change without notice.

African Xplora may assist with general travel information or visa arrangements where specifically agreed, but the final responsibility for obtaining and carrying valid travel documents rests with the client.

African Xplora is not responsible for losses arising from a client's failure to obtain the correct documentation.

17. Travel Insurance

African Xplora strongly recommends comprehensive travel insurance for every trip.

Travel insurance should, where appropriate, include cover for:

- trip cancellation;
- curtailment;
- medical expenses;
- emergency evacuation;
- repatriation;
- baggage loss or delay;
- travel delays;
- missed connections;
- personal liability; and
- other risks relevant to the itinerary.

Clients are responsible for ensuring that their insurance provides adequate cover for the activities and destinations included in their itinerary.

African Xplora is not an insurer and does not determine whether a particular claim will be covered by an insurance policy.

18. Changes Requested by the Client

African Xplora will use reasonable endeavours to accommodate requested changes.

Changes may result in:

- supplier amendment fees;
- cancellation charges;
- fare differences;
- rate differences;
- additional accommodation costs;
- additional transportation costs;
- administration fees; and/or
- other costs imposed by suppliers.

All such costs will be for the client's account.

A change is not confirmed until African Xplora has provided written confirmation.

19. Cancellation by the Client

Cancellations must be submitted to African Xplora in writing.

Unless otherwise stated in the Quote/Invoice or supplier-specific terms, the following general cancellation policy applies:

More than 30 days before commencement of services

The deposit paid is generally non-refundable.

Where African Xplora or the relevant supplier is able to recover additional amounts, any refund will be passed on to the client after deduction of applicable non-refundable supplier charges and African Xplora's applicable service or administration fees.

Less than 30 days before commencement of services

A cancellation charge of 100% of the total booking value applies.

No-show or unused services

No refund will generally be provided for:

- no-shows;
- late arrivals;
- early departures;
- unused accommodation;
- unused transfers;
- unused tours;
- unused activities; or
- partially used travel arrangements,

unless a refund is specifically authorised by the relevant supplier or required by applicable law. Where supplier-specific cancellation conditions are more restrictive, those conditions will apply.

20. Supplier Cancellation Policies

Many suppliers have cancellation policies that differ from African Xplora's general cancellation policy.

Examples may include:

- fully non-refundable rates;
- special event or peak-season conditions;
- safari lodge cancellation periods;
- airline fare rules;
- rail cancellation rules;
- permit conditions;
- villa cancellation conditions;
- activity-specific cancellation policies.

The client accepts responsibility for all non-refundable supplier costs arising from a cancellation.

21. Refunds

Where a refund is due, African Xplora will process the refund after determining the amount recoverable from the relevant supplier.

Supplier refunds may take time to process.

African Xplora cannot guarantee a specific refund timeframe where the refund depends on a third party.

Any applicable African Xplora service, administration, payment processing, banking or other non-refundable fee may be deducted where permitted and disclosed.

Refunds will generally be made using the original payment method where reasonably practicable.

22. Cancellation or Changes by African Xplora or Suppliers

African Xplora will use reasonable endeavours to provide the services confirmed in the itinerary.

However, changes may become necessary due to circumstances outside African Xplora's reasonable control, supplier operational requirements, safety concerns, weather, government restrictions, transportation disruptions or other unforeseen circumstances.

Where a significant change is required, African Xplora will use reasonable endeavours to:

1. provide a suitable alternative; or
2. where an appropriate alternative cannot reasonably be provided, assist with obtaining a refund of amounts recoverable from the relevant supplier.

Where a supplier refuses or is unable to refund amounts already paid, African Xplora cannot guarantee a refund unless required by applicable law.

23. Force Majeure

African Xplora will not be responsible for failure or delay in performing its obligations where such failure or delay results from a Force Majeure Event.

Force Majeure Events may include, without limitation:

- natural disasters;
- floods;
- fires;
- severe weather;
- epidemics or pandemics;
- government restrictions;
- war;
- terrorism;
- civil unrest;
- political instability;
- strikes;
- industrial disputes;
- airport or border closures;
- infrastructure failures;
- major transportation disruptions; or
- other circumstances beyond African Xplora's reasonable control.

African Xplora will use reasonable endeavours to assist clients with alternative arrangements.

Any refunds resulting from a Force Majeure Event will be limited to amounts actually recoverable from suppliers, unless otherwise required by applicable law.

24. Itinerary Changes

African Xplora reserves the right to make reasonable itinerary adjustments where necessary for operational, safety or logistical reasons.

Examples include:

- changing the order of activities;
- changing routes;
- substituting vehicles;
- changing accommodation where necessary;
- changing activity providers;
- adjusting departure times; or
- replacing an activity with a reasonably comparable alternative.

Where a material change is made, African Xplora will communicate the change to the client as soon as reasonably practicable.

25. Client Responsibilities

Clients agree to:

- provide accurate information;
- provide correct passport and traveller details;
- comply with applicable laws and regulations;
- follow supplier and guide instructions;
- comply with safety requirements;
- respect accommodation and transport facilities;
- respect local communities, wildlife and the environment;
- disclose relevant dietary or accessibility requirements;
- inform African Xplora of any relevant mobility or activity limitations;
- pay all amounts by the required due dates; and
- behave respectfully towards staff, guides, suppliers and other travellers.

African Xplora may terminate a service immediately where a client's behaviour creates a safety risk, causes serious disruption or materially affects other travellers or suppliers.

No refund will necessarily be due where services are terminated because of the client's misconduct.

26. Special Requests

African Xplora will use reasonable endeavours to accommodate special requests.

However, special requests are not guaranteed unless specifically confirmed in writing.

This includes requests relating to:

- room location;
- connecting rooms;
- dietary requirements;
- accessibility;
- specific vehicles;
- seating;

- guides;
- activities;
- celebrations;
- early check-in;
- late check-out; and
- other preferences.

27. Children and Minors

Parents or legal guardians are responsible for ensuring that all travel documentation required for minors is valid and available.

Certain accommodation providers, activities, safaris and transport operators may impose age restrictions.

Parents or guardians remain responsible for the supervision and behaviour of minors travelling with them unless a specific supervised service has been expressly arranged.

28. Luggage and Personal Belongings

Clients are responsible for their luggage and personal belongings throughout their journey.

African Xplora is not responsible for loss, theft or damage to personal belongings except to the extent that liability cannot lawfully be excluded.

Clients should comply with the baggage restrictions of airlines, transport providers, safari operators and other suppliers.

Additional baggage fees are for the client's account.

29. Accessibility and Mobility

Clients should advise African Xplora of any accessibility, mobility or special assistance requirements before booking.

African Xplora will use reasonable endeavours to identify suitable services but cannot guarantee accessibility where facilities are operated by independent suppliers.

Some destinations, lodges, safari camps, vehicles and activities may have limited accessibility.

30. Photography and Marketing

African Xplora may take photographs or videos during events or experiences for legitimate business and marketing purposes.

We will not knowingly use identifiable images of a client for promotional purposes where the client has expressly objected to such use.

Images of minors will not knowingly be used for marketing purposes without appropriate consent.

Clients may contact African Xplora if they have concerns about the use of an image in which they appear.

31. Complaints

African Xplora aims to resolve any issue as quickly as possible.

If a problem occurs during travel, clients should notify African Xplora and the relevant supplier immediately so that reasonable steps can be taken to resolve the matter while the client is travelling.

Where possible, complaints should be raised at the time the problem occurs.

A written complaint should be submitted as soon as reasonably practicable after the relevant service, including:

- booking reference;
- date of service;
- details of the complaint;
- relevant supporting documentation; and
- the resolution requested.

African Xplora will investigate complaints and liaise with the relevant supplier where appropriate.

32. Liability

African Xplora will exercise reasonable care and skill in providing its own services and in arranging services through third-party suppliers.

Nothing in these Terms & Conditions excludes or limits any liability that cannot lawfully be excluded or limited under applicable South African law.

To the extent permitted by law, African Xplora will not be responsible for loss, damage, delay, injury, expense or inconvenience arising from the acts, omissions, insolvency, negligence, failure or default of an independent third-party supplier where African Xplora has acted with reasonable care in selecting and arranging that supplier.

African Xplora is also not responsible for indirect or consequential loss, including loss of enjoyment, loss of income, business interruption or additional expenses, except where such limitation is prohibited by applicable law.

Nothing in these Terms & Conditions is intended to deprive a consumer of rights granted by the Consumer Protection Act or other applicable legislation.

33. Travel Disruptions

African Xplora is not responsible for additional expenses resulting from circumstances outside its reasonable control, including:

- missed flights;
- airline delays;
- road closures;
- traffic;
- weather;
- border delays;
- strikes;
- airport closures;
- cancelled flights;
- lost luggage;
- supplier delays; or
- other transportation disruptions.

African Xplora will use reasonable endeavours to assist clients in finding practical solutions. Any additional costs arising from such disruption may be payable by the client unless otherwise required by law or covered by an applicable supplier obligation or travel insurance policy.

34. Supplier Insolvency or Failure

African Xplora carefully selects reputable suppliers but cannot guarantee the financial performance or continued operation of every independent supplier.

If a supplier becomes unable to provide a booked service, African Xplora will use reasonable endeavours to assist with an alternative arrangement or recovery of funds.

Any refund will be limited to amounts actually recovered from the supplier or other relevant source, except where applicable law provides otherwise.

35. Privacy and Personal Information

African Xplora processes personal information in accordance with applicable South African data protection legislation, including the Protection of Personal Information Act 4 of 2013 (“POPIA”).

Personal information may be collected and processed for purposes including:

- processing bookings;
- communicating with clients;
- arranging accommodation and transportation;
- issuing tickets;
- arranging visas and permits where requested;
- providing travel services;
- complying with legal obligations;
- processing payments;
- managing emergencies; and
- improving our services.

Personal information may need to be shared with relevant suppliers and service providers where necessary to provide the requested travel services.

For further information, clients should refer to African Xplora’s Privacy Policy.

36. Website Information

African Xplora endeavours to ensure that information published on its website is accurate and up to date.

However, destination information, prices, availability, operating hours, schedules, photographs and supplier information may change.

Website content should not be regarded as a guarantee that a particular service, facility or experience will be available at the time of travel.

The specific Quote and booking confirmation applicable to the client will take precedence over general website information.

37. Errors and Omissions

African Xplora takes reasonable care to ensure that quotes, itineraries and invoices are accurate.

In the event of an obvious pricing, availability or administrative error, African Xplora reserves the right to correct the error.

Where a material error has resulted in a booking being confirmed at an incorrect price, African Xplora will contact the client as soon as reasonably practicable and offer the option of proceeding at the correct price or cancelling the affected service.

38. Fraud and Payment Security

African Xplora will never knowingly request payment into an unauthorised third-party bank account.

Clients should contact African Xplora using the contact details on the official African Xplora website if they receive suspicious payment instructions.

African Xplora will not be responsible for payments made to fraudulent or unauthorised accounts where the client has failed to verify the payment instructions.

39. Electronic Communications

The client agrees that African Xplora may communicate electronically by email, messaging services or other agreed electronic means.

Electronic communications, quotes, confirmations and invoices may constitute written communication for the purposes of these Terms & Conditions.

The client is responsible for ensuring that African Xplora has the correct contact details.

40. Third-Party Terms and Conditions

Where a booking is subject to the terms and conditions of an airline, hotel, lodge, transport company, activity provider, cruise company, rail operator or other supplier, those terms apply in addition to these Terms & Conditions.

The client is responsible for complying with applicable supplier rules.

41. Amendments to These Terms & Conditions

African Xplora may update these Terms & Conditions from time to time to reflect changes in its services, suppliers, business practices or applicable legislation.

The version applicable to a confirmed booking will generally be the version in effect when the booking was confirmed, unless a subsequent change is required by law or agreed with the client.

42. Severability

If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable, that provision will be severed or amended to the minimum extent necessary, without affecting the validity of the remaining provisions.

43. No Waiver

If African Xplora does not immediately enforce a right under these Terms & Conditions, this does not constitute a waiver of that right.

44. Governing Law

These Terms & Conditions are governed by the laws of the Republic of South Africa.

Nothing in these Terms & Conditions limits any mandatory rights or protections available to consumers under applicable South African legislation.

45. Dispute Resolution

In the event of a dispute, the parties will first attempt to resolve the matter amicably through good-faith discussions.

The client should submit the dispute in writing to African Xplora, setting out the relevant facts and the resolution sought.

Where the matter cannot be resolved amicably, either party may pursue any remedies available under applicable South African law.

Nothing in this clause prevents a consumer from exercising any statutory right or approaching a competent regulatory authority, ombud or court where permitted by law.

46. Entire Agreement

These Terms & Conditions, together with the applicable Quote, itinerary, invoice, booking confirmation and any specifically agreed written terms, constitute the agreement between African Xplora and the client in relation to the relevant booking.

If there is an inconsistency between these Terms & Conditions and a specific written booking confirmation, the specific booking confirmation will prevail for that booking, followed by any applicable mandatory supplier terms.

47. Acceptance

By confirming a booking, making payment, or instructing African Xplora to proceed with the purchase of travel services, the client confirms that they have read, understood and accepted these Booking Terms & Conditions.

The client also confirms that they have had a reasonable opportunity to request clarification of any provision before confirming the booking.

African Xplora
Cape Town, South Africa

Website: www.africanxplora.com

Telephone: +27 21 012 5598

Email: office@africanxplora.com