



1. Bookings and Confirmation

1.1 All bookings can be and/or are made to Mbombela Experience via email, WhatsApp or phone call, or with any other tour organizer or travel agent/company affiliated with us.

1.2 We require a minimum of 2 people to secure a tour for departure on all shared extended safari tour bookings. A client may or will be required to pay a single rate if there are no other confirmed bookings in which they can join, if they are solo travellers. The single supplement fee is additional to the Tour's original per person rate, and ensures or secures the existing tour in question for departure.

1.3 A completed booking and a payment (as outlined in section 2.1) are required to be confirmed by an email or message notification by the reservation team to ensure that the booking has been noted and booked accordingly.

1.4 Upon confirmation, you will receive a booking and invoice and/or Tour confirmation outlining the departure details of when the tour has been booked.

1.5 Please review the tour description & itinerary carefully before the services have been rendered - further discrepancies once the tour has commenced may result in no refund or partial refund depending on the nature of the complaint.

2. Payments & Refunds

2.1 A full payment of the tour's rated fee per person is required before the tour commences for departure.

2.2 A 50% refundable deposit of the tour's rated fee is required upon booking or once booked in advance to confirm your booking reservation.

2.3 The remaining balance must be paid in full before the tour departure date, according to section 2.1.

2.4 We accept payments through bank transfers, issued online secure payment links and/or approved card machines.

We enforce cashless transactions, unless the client has requested the payment method due to unforeseen issues with their attempt to make transactions.



2.5 All rates and costs are quoted in the South African Rand [ZAR] and are subject to change on platforms that display other currencies to the international market, based on the current exchange rate.

3. Cancellations

3.1 All cancellations must be made in writing via email, WhatsApp or phone call to the reservation team at Mbombela Experience.

3.2 Cancellation fees will apply based on the given notification period before the tour departure:

- 5-7 days or more - a full refund will be issued to the client or booking agent/ company.
- 3 days (72 hours) - a full refund will be issued for cancellation bookings from a booking agent/company.
- 3 days (72 hours) - 20% of the total tour cost will be deducted for administrative costs - subject to the already arranged shuttle transfers included within the tour for any direct or FIT bookings.

3.3 We reserve the right to cancel any confirmed tours/booking due to unforeseen circumstances (force majeure) or minimum required number not met.

In such cases, a full refund will be provided.

4. Accidents and Insurance

4.1 We strongly recommend that the booked client/guest purchase comprehensive travel insurance covering medical expenses, trip cancellation, and/or baggage loss.

4.2 As Mbombela Experience, we will not be liable for any accidents, injuries, or illnesses that occur during the tour.

- As a Tour Operator - Safari guide/expert, we accurately advise on safety procedures to take during the commenced tour, according to the environment and/or nature of the habitat;
- Therefore, should there be anything outside of what we have not recommended that is made by the recipient/tourist/traveller from a personal standpoint, we reserve the right not to be held liable for the outcome.



4.3 As the guest/client, you are responsible for your overall safety and well-being, made from a sensible, sober mind, given the safe supply of the environment, vehicles, and/or equipment.

- We urge you to be sensible and remember that the wildlife and habitation & it's surrounding can be unpredictable if agitated or caused to respond curiously to unusual noise and behaviour experienced from you during a Safari.
- We advise not to do anything to aggravate or provoke a negative outcome.

4.4 We believe and support the course of BIO-sustainability and are conservation conscious - we want to make very little, almost to no changes that will impact or affect the natural environment, and/or it's sustainability negatively.

5. Policies

5.1 We operate a smoke-free policy on all tours and transportation.

5.2 Alcohol consumption is permitted in moderation. Excessive intoxication or disruptive behaviour will not be tolerated and may result in termination of the tour without refund.

5.3 Please respect the wildlife and environment during your safari. Follow all instructions from your guide regarding safety and animal sighting interaction.

6. Itinerary

6.1 The itinerary provided is a general guideline and may be subject to change due to weather conditions, wildlife sightings, or other unforeseen circumstances.

6.2 We will make every effort to adhere to the originality of the itinerary, but reserve the right to alter any given activities for necessary adjustments for your safety and enjoyment.

6.3 You can customize your safari and/or tour, as per your liking and interest upon letting the reservation team know, which will be at an additional cost based on the added activity.

7. Disclaimer

7.1 Mbombela Experience acts as a tour operator and does not have direct control over all services provided by third-party suppliers (e.g. SAN Park's accommodation, Public



Shuttle providers, etc) that may be outsourced according to your alterations of our original itinerary of the tour.

7.2 We are not liable for any delays, cancellations, or disruptions caused by third-party suppliers.

7.3 We will use our best efforts to ensure a smooth and enjoyable tour experience.

8. Governing Law

8.1 These Terms and Conditions are subject to the laws of South Africa.

Final Notice:

- You are advised to carefully read and understand these Terms and Conditions before booking a tour with us : Mbombela Experience Tours & Safaris.
- Booking a tour constitutes your agreement to these terms.

For further inquiries, please contact us on info@mbombelatours.com.

Contact us on : [+27 \(0\)82 433 8496](tel:+270824338496) / Email: info@mbombelatours.com
www.mbombelatours.com

