

Ukubuya Africa Safaris (Pty) Ltd – Terms & Conditions

Open vehicle safaris, tours & transfers

Company Name: Ukubuya Africa Safaris (Pty) Ltd

Address: 523 Kruger Park Lodge, Portia Shabangu Drive, Hazyview, Mpumalanga, RSA, 1242

Email: diana@ukubuyasafaris.co.za | robin@ukubuyasafaris.co.za

WhatsApp: +27 (0) 72 758 41798

1. Refunds & Cancellation Policy

Escorted Tours (Standard Tours)

- **121+ days prior to arrival:** Full refund less a **R950 handling fee per person** plus any banking/transaction fees.
- **65–45 days prior to arrival: Deposit forfeited** (normally 50% of full rate).
- **Less than 30 days prior to arrival: 100% cancellation fee** applies.

No exceptions will be made for cancellations due to weather, wildfire, civil unrest, terrorism, epidemics, pandemics, personal emergencies, or any unforeseen circumstances. There is **no refund** for late arrivals or early departures. We strongly recommend purchasing comprehensive travel insurance, including “Cancel for Any Reason” cover.

Escorted Overnight Tours

- **121+ days prior:** 25% cancellation fee
- **120–46 days prior:** 50% cancellation fee (deposit forfeited)
- **30–0 days prior:** 100% cancellation fee

Day Tours

- **14–6 days prior:** 50% cancellation fee
- **5–0 days prior:** 100% cancellation fee

All refunds (if granted) incur a **7% ZAR handling fee**.

Transfers

- Cancellations within **48 hours** of travel: **100% cancellation fee**

2. Use of Website

You may use our website only to browse content and make legitimate bookings. Copying, reproducing, uploading, deep-linking, embedding, or distributing any content is strictly prohibited. Unauthorized use may violate copyright, trademark, or other applicable laws.

3. Disclaimer of Warranty

All website content is provided “**as is**” without any warranties, expressed or implied. Ukubuya Africa Safaris (Pty) Ltd assumes no responsibility for errors, omissions, or inaccuracies. We are not liable for any direct, indirect, incidental, or consequential damages arising from use or inability to use our website or services.

4. Our Rights

We reserve the right to:

1. Modify or withdraw the website without notice.
2. Update these Terms & Conditions at any time.
3. Suspend or withdraw website access due to circumstances beyond our control.

Continued use of the website constitutes acceptance of any changes.

5. Booking Procedure

- Bookings made **6–12 months** prior require a **50% deposit** to confirm.
- Bookings made **less than 6 months** prior require a **50% deposit within 7 days** of booking.
- Balance of payment is due **65 days prior to arrival**.
- Bookings made **within 65 days** of arrival require **full payment within 24 hours**.

6. Child Policy

- Children **younger than 6 years of age** require a **private vehicle** for all open-vehicle safaris.
- Children **6 years and older** may join shared/open vehicles, subject to guide discretion and safety considerations.
- SANParks regulations apply:
 - No children under **12 years** on SANParks bush walks.
- Proof of age may be requested.

7. Inclusions & Exclusions

Inclusions and exclusions vary per itinerary and will be clearly stated in your quotation.

8. Visas

All visa requirements are the responsibility of the traveller. If travelling with children, ensure you have the required documentation before arriving at the airport.

9. Travel Insurance

We strongly recommend comprehensive travel insurance for all travellers.

10. Health Requirements

- Kruger National Park is a **malaria area** — consult your doctor for prophylactics.
- No mandatory vaccinations for South Africa at present, but regulations may change.
- Please inform us of any medical conditions, allergies, or dietary requirements.
- Stay updated on South Africa's COVID-19 regulations.

11. Payment Options & Pricing

All transactions are processed in **South African Rands (ZAR)**.

Accepted Payment Methods

- EFT / Bank Transfer
- Credit Card (MasterCard & Visa)
- PayBridge secure payment link

Proof of payment must be emailed to: diana@ukubuyasafaris.co.za

12. Banking Details – Ukubuya Africa Safaris (Pty) Ltd

Account Name:

Mr Robin Kock

Bank: First National Bank (FNB)

Account Number: 50980072364

Branch Code: 250655

Swift Code: FIRNZAJJ

13. Payment Security Policy

Payments are processed through **PayBridge** using secure 3D-Secure technology. A secure payment link will be sent for online card payments.

14. Monitoring

We reserve the right (but not the obligation) to monitor website activity and investigate any violations of these Terms & Conditions.

15. Governing Law

These Terms & Conditions are governed by the laws of **South Africa**. South African courts have exclusive jurisdiction, although we may pursue action in other jurisdictions if necessary.

16. Updating of Terms

We may modify these Terms & Conditions at any time. Continued use of our website or services constitutes acceptance of updated terms.

17. Consent

By booking with Ukubuya Africa Safaris (Pty) Ltd, you acknowledge and accept these Terms & Conditions. All branding, content, and materials are the property of Ukubuya Africa Safaris (Pty) Ltd and may not be copied or reproduced without written consent.

18. Contact Details

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