



NAWAHI AFRICA ADVENTURES

— AFRICA, UNTOLD AND UNFILTERED —

TERMS & CONDITIONS

These Terms & Conditions apply to all tours, safaris, excursions, accommodation arrangements, flights, transfers, activities and other travel services booked through **Nawahi Africa Adventures**.

1. INTRODUCTION

By making a booking with Nawahi Africa Adventures, you confirm that you have read, understood and agreed to these Terms & Conditions. A booking made on behalf of other travelers also confirms that the person making the booking has authority to accept these Terms on behalf of everyone included in the booking.

2. BOOKING & CONFIRMATION

All bookings are subject to availability. A booking becomes confirmed once Nawahi has received the required **30% deposit** and has issued written confirmation, unless different payment arrangements have been agreed in writing. For bookings made close to the departure date, Nawahi may require full payment at the time of confirmation where necessary.

3. PAYMENT TERMS

- A **30% deposit** of the total booking value is required to confirm the booking.
- The remaining **70% balance** must be paid no later than seven (7) days before the start of the tour, unless otherwise agreed in writing.
- Payment may be made via cash, bank transfer/wire transfer or other approved payment methods.
- Where payment is made by credit or debit card, the applicable merchant or bank processing charges will be payable by the client:
 - **2.6%** of the total amount when using a card machine.
 - **3.6%** of the total amount when using an online payment link.
- Where a booking is made less than seven days before departure, full payment may be required immediately.
- If the required payment is not received by the applicable deadline, Nawahi reserves the right to treat the booking as cancelled, subject to the applicable cancellation terms and any costs already incurred.

4. PRICES & INCLUSIONS

The quotation will specify what is included and excluded from the travel arrangements. Prices may be affected by changes imposed by third-party suppliers, including accommodation providers, airlines, parks, government authorities, taxes, fuel-related costs or other mandatory fees. Where such changes occur after confirmation and are outside Nawahi's reasonable control, the additional cost may be passed on to the client with reasonable notice.

5. CHANGES TO TRAVEL DATES

Clients may request to change their travel dates after a booking has been confirmed. Nawahi will make reasonable efforts to accommodate such requests, subject to availability. Clients should notify Nawahi as early as possible. Any additional costs arising from airline fare differences, rebooking fees, accommodation amendment charges, permit changes or other third-party charges will be payable by the client. A date change is not automatically treated as a cancellation where the new dates can reasonably be arranged.

6. CANCELLATION BY THE CLIENT

If you cancel your booking, either fully or partially, for any reason, cancellation charges will apply according to the timing of cancellation.

Cancellation requests must be made in writing by email to:

✉ info@nawahiafricaadventures.com

TIME BEFORE DEPARTURE	CANCELLATION CHARGE
31 DAYS OR MORE	No standard cancellation charge*
7–30 DAYS	50% of total booking value
72 HOURS – 7 DAYS	75% of total booking value
LESS THAN 72 HOURS	100% of total booking value
NO-SHOW / LATE ARRIVAL	100% of total booking value

*Where third-party suppliers have already imposed non-refundable or cancellation charges, including airlines, accommodation providers, park authorities, permits or activity providers, those actual non-refundable costs may still be payable by the client. This is particularly important for flight bookings and arrangements involving third-party suppliers.

7. NO-SHOW & LATE ARRIVAL

No refunds will be provided for services unused due to no-show or late arrival. Nawahi is not responsible for missed tours caused by delayed flights, immigration delays, late arrivals, personal scheduling errors, failure to obtain required documents or other circumstances attributable to the client. Where possible, Nawahi may assist in arranging alternative services, but any additional costs will be payable by the client.

8. FLIGHT BOOKINGS

Flights are subject to the airline's fare conditions, cancellation rules, baggage allowances and schedule changes. Any airline penalties, fare differences, rebooking fees or non-refundable amounts resulting from changes or cancellations requested by the client will be payable by the client.

9. TRAVEL INSURANCE

Comprehensive travel insurance is strongly recommended for every traveler. It should cover medical expenses, evacuation, cancellation, interruption, delays, baggage, belongings and other travel-related risks. Clients are responsible for ensuring their insurance is appropriate for the activities included in their itinerary.

10. CHILDREN & MINORS

Children are welcome on many journeys, but age restrictions may apply to specific accommodations and activities. Child rates depend on age, itinerary and supplier policies. Parents/guardians remain responsible for the supervision and conduct of minors throughout the trip.

11. EXTRA CHARGES

Any extra charges arising from special requests including additional activities, extra nights, route changes, additional transfers, waiting time, upgraded services or any other changes will be payable by the client.