

TERMS & CONDITIONS

BROCHURE VALIDITY & PRICING

All prices are quoted in Australian Dollars and are correct at the date of publication. The brochure is valid from January – December 2018. Typically, prices are based on two passengers travelling together. Solo traveller supplements may be applicable. 2019 prices should be available mid 2018.

PASSPORTS & VISAS

Passports must have a validity of at least 6 months (12 months for Uganda) longer than your intended stay overseas. Visas to some African countries are required for Australian Passport holders. They can be purchased on arrival in most countries, but please note, for entry into certain countries a visa must be applied for online prior to travel. Some visa fees are payable in US Dollars cash only. Some countries have a requirement making it necessary to have a certain number of blank pages in your passport. Please check with Bench Africa regarding visa requirements.

TRAVELLING WITH CHILDREN

Travelling with children under 18 years of age through certain African countries' borders may require further documentation in addition to their valid passport. As requirements can change, please check with Bench Africa.

HEALTH & FITNESS

Vaccinations against Yellow Fever are compulsory in East Africa, and many other countries require proof of a valid vaccination card if these countries have been visited or you have been in transit. It is also highly recommended that you take anti-malaria medication. Please consult your GP or Travel Doctor for up-to-date medical advice. A minimum level of fitness is required to be able to participate on a Bench Africa tour. In addition, some tours may require you to disclose your body weight. Please check with Bench Africa to ensure that you can meet the relevant requirements.

LUGGAGE RESTRICTIONS

Luggage restrictions may apply to your Bench Africa tour, in particular to destinations like Kenya, Tanzania and Botswana where safari vehicles or light aircrafts are utilised.

BOOKING

A non-refundable deposit of 25% per person is required within seven days of booking confirmation along with a signed Booking Form. Some tours and arrangements may impose a higher non-refundable deposit - please check at time of booking. Note any Gorilla and Chimp permits for tours in Rwanda and Uganda are to be paid in full at time of booking and are non-refundable. Payment of deposit and a signed Booking Form represents acceptance of Bench Africa Terms & Conditions by the client. Final balance of payment must be received no later than 60 days prior to departure.

LATE BOOKINGS

Bookings made within 30 days of travel from Australia will incur a late booking fee of AU\$50 and full payment will be required immediately.

AMENDMENT FEE

An amendment fee of AU\$50 will be levied to cover communication and administration costs for any changes to bookings.

BOOKING FEE

A booking fee of AU\$50 will be charged for arrangements such as hotels and car hire not forming part of a package with a minimum stay of three nights required.

CANCELLATIONS

Cancellations must be received in writing and will take effect from the date received by Bench Africa. The following cancellation charges will apply to the tour costs.

More than 60 days before departure: Deposit only

60-49 days before departure: 40%

48-31 days before departure: 60%

30-0 days before departure: 100%

These charges can vary subject to the trading terms of our suppliers as some do impose higher cancellation fees on certain tours. The non-issuing of an invoice or non-payment of deposit will not exempt clients from these cancellation and administration fees. We regret we can make no exception to the charges and strongly recommend that comprehensive travel insurance is taken out at time of booking to cover cancellation fees.

INSURANCE

We strongly recommend that a comprehensive travel insurance policy be taken out at time of paying the deposit. Bench Africa will not accept responsibility for loss of deposit/full payment, loss or damage to baggage and personal items, personal illness or injury, medical expenses, cancellation or curtailment of your trip.

TRAVEL SAFETY

For the latest government advice on travel safety and security please visit and register your holiday on www.smartraveller.gov.au

SPECIAL NOTE REGARDING PRICES

Much care has gone into the composition of itineraries and prices for this brochure, however circumstances beyond our control such as currency devaluation, fuel or air fare surcharges, imposition of new or amended Government charges (i.e VAT) may necessitate an increase in cost. Bench Africa cannot be held responsible for these changes. Should this occur at any time until departure date, you will be notified as soon as possible, and regardless of deposit or total payment having been made, any increase is to be paid by the client. If such increase is unacceptable, the client may cancel the booking, though, in so doing, is still liable to pay any cancellation charges imposed by our suppliers. While every effort has been made to ensure prices are accurate, please use the brochure as a guideline only, as rates are subject to change.

OUR RESPONSIBILITY

Bench Africa is the trading name of Southern Cross Safaris Australia PTY Ltd. We do our best to make sure your arrangements are satisfactory and we accept liability for, but only to the extent of, any loss or damage sustained by you as a result of our negligence, or that of our employees or agents. Bench Africa uses local ground operators in Africa. The standards of accommodation and other services are based on various factors, which are generally accepted as indicated as a certain class, however we do not represent or guarantee that standard, class or fitness for purpose of the accommodation or service. Bench Africa does not accept any liability of whatever nature for the acts, omissions or default, whether negligent or otherwise, of those airlines, local operators, shipping companies, hoteliers or other persons providing services in connection with your tour pursuant to a contract between them and yourselves and over whom we have no direct and exclusive control. We do not accept liability for any injury, damage, loss, delay, change of itinerary when required, additional expense or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control, or which are not preventable by reasonable diligence on our part including, but not limited to war, civil disturbances, fire, floods, unusually severe weather, acts of God, acts of Government or of any other authorities, accidents to, or failure of, machinery or equipment, or industrial action (whether or not involving our employees and even though such actions may be settled by acceding to demands of a labour group).

PRIVACY

Our privacy policy sets out how we manage your personal information and is available on our website at www.benchafrika.com.au



RESERVATIONS & ENQUIRIES

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