



TERMS AND CONDITIONS 2019

Payment Policy

Payment can be made by electronic transfer into our bank account. Please indicate your reservation name and surname when making the payment. If you made the reservation through Sibuya Wilderness Experience, you will receive a provisional booking confirmation with our banking details. With these details you can make the payment. At this point we cannot accept payment by credit card.

In the nearby town of Kenton on Sea (14 km) facilities to draw from your international debit or credit card are available.

Deposit Policy

- To confirm your booking a 50% deposit is required within 7 days after the booking is made.
- Payment obligation to settle your experience in full is due 30 days before your arrival.
- A failure to timeously settle your accommodation in full can result in a cancellation of your booking.

Program Fees

Details of program fees are outlined on our website (www.sibuya.co.za/wilderness-experience/). Program fees are subject to change without notice, but we will honour Participants who have already made their deposit payment with the lower rate should rates increase after the payment was made. Program fees are due on the dates provided on the invoice. As with all programs in developing countries, it is important that Participants remain flexible as things can change on short notice. Staff shortages, school and public holidays, etc. may require the Participants to take part in alternative projects from time to time. Registration fees and program fees are not transferrable to other persons.

Cancellation Policy

We understand sometimes Participants have to cancel their plans for various reasons. It is important to note that when a booking is made, it takes away a confirmed spot from our capacity and could potentially limit other future applicants interested in joining the program at the same time. We offer refunds on the program fees for cancellations based on the amount of notice given to us. Our refund policy on cancellations is as follows (notice period is calculated based on booked program start date):

- Notice period of 91 days plus: 95% refund given (5% administration fee)
- Notice period of 31-90 days: 50% refund given
- Notice period of 0-30 days: no refund given

All transaction costs, including exchange rate fees and other processing fees, will be deducted from the refund payments.

Absence from the program

If any Participant does not report on the program already signed up by him/her within a period of five (5) days from the program start date without providing any notice, such program will be deemed to have been cancelled. Participants can commence their program any time after the scheduled start of their programs so long as they provide sufficient notice to Participant Co-ordinators on their late arrival. However, no portion of the program fee for the absence period will be refunded.

Check-in / Check-out

Check-in is from 13:00pm on the day of arrival (Sunday), and checkout is by 8:30am on the day of departure (Sunday) due to transfer to the airport. Participants are welcome to arrive earlier or depart at a later date after the program has finished at Intaka lodge at an additional cost and depending on availability (enquire with us if this is necessary).

Medical

A complete first aid box is available at Sibuya Game Reserve and Intaka Lodge that can be accessed by the Participant Co-ordinators. We do have trained staff on site to see to minor injuries and bruises.

For more serious problems, you will be taken to the closest Doctor or Medical Center. The cost of all doctors' visits and medication will be for your own account.

Travel

Sibuya Wilderness Experience does not arrange flights or make any travel arrangements to and from your destination. This is the sole responsibility of the Participant. General advice concerning passport, visa and health requirements is available online. Where Sibuya Wilderness Experience makes suggestions and provides advice on travel documentation, this is indicative only. Participants are solely responsible for having the correct and necessary travel documents that they require for their travel. Passport, visa and health requirements are subject to change and you must check current requirements before departure and not rely on our manual(s) sent. It is your responsibility to obtain all documents required for your trip, to ensure that these are in proper order and to take them with you. Sibuya Wilderness Experience will not be liable if you fail to do so and you will be responsible for covering any additional cost incurred by reason of such failure.

It is the responsibility of the Participant, not Sibuya Wilderness Experience, to make sure that the relevant visas and/or permits are in place. Please check with the appropriate Embassy or Consulate before your travels. The Participant is responsible for carrying all necessary documents when travelling abroad, including but not limited to passport, visa, university letter (where necessary), etc. If you choose to obtain a visa 'on arrival' for those countries that allow this process, Sibuya Wilderness Experience is not liable in any respect if, for whatever reason, you are refused a visa and cannot enter the country and continue your travel plans. Further, Sibuya Wilderness Experience cannot accept responsibility if entry is denied to a country due to incorrect visa or passport documentation or for any reason determined by the appropriate immigration authorities that lie outside our control.

Insurance

Sibuya Wilderness Experience does not provide our Participants with insurance of any kind. Due to the programs activities, travel insurance is mandatory. The Participant is solely responsible for this and deciding the type, extent and level of any other insurance they require during the planned travel period and is solely responsible for arranging this.

Immunizations/Vaccinations

While Sibuya Wilderness Experience pre-departure package includes information on immunizations, each Participant is responsible for checking and confirming the immunizations required for their specific type of travel. Where Sibuya Wilderness Experience makes suggestions and provides advice on immunizations, these are indicative only. Participants are solely responsible for having the correct and necessary immunizations that they require for their travel. We are in a MALARIA-FREE area along the Eastern Cape coastline, thus malaria prophylaxis is not necessary, however we recommend that Participants visit their health professional six to eight weeks before travelling to cover their bases.

Personal Risks

Participating in developing countries often involves travelling to and working in parts of the world where there may be subject to some level of personal risk. The Participant acknowledges and accepts sole responsibility for any such risks of whatever nature that may occur during the term of this agreement.

Sibuya Wilderness Experience cannot accept any responsibility for unforeseen accidents, injuries, loss of personnel or even death, which you agree to fully assume. You understand that during the experience, certain events may occur, including, but not limited to, accident or illness in remote places with limited medical facilities, political instability, political unrest and the forces of nature. You agree to assume all risks associated with the journey to the maximum extent permitted by law.

Dates, schedules, program details and cost are given in good faith, based on information available and in force at the time they are given and are subject to change and revision in the event of a change of circumstances. You acknowledge that participating requires a degree of flexibility, and understand that the itinerary, accommodation and modes of transport are subject to change without prior notice due to local circumstances.

You acknowledge that Sibuya Wilderness Experience contracts with a network of partners, companies and individuals throughout the country, to assist the program. To the best of Sibuya Wilderness Experience knowledge, these third parties are qualified to perform the duties they are contracted to perform. However, Sibuya Wilderness Experience will not be held liable for any injury, damage, loss, delay or irregularity that may occur due to the behaviours of these third parties.

All services are subject to the laws of the country in which they are provided. Sibuya Wilderness Experience reserves the right to make changes in the agreed itinerary whenever, in their sole judgement, conditions warrant, or if they deem it necessary for the comfort, convenience, or safety of the Participants. Sibuya Wilderness Experience also reserves the right to withdraw, without penalty, any program announced for any reason it deems necessary for such action.