

Terms & Conditions

Cancellation and Payment Policy

Outlook Safaris

To secure a safari, an email confirmation and deposit is required from the agent, operator or client.

Bookings made more than 50 days prior to departures requires a 50% deposit to confirm.

Bookings made within 50 days prior to departure requires full payment to confirm.

Cancellations made after confirmation email and deposits are subject to the following cancellation fees:

51 + days prior to departure	5% of total safari rate
50 – 31 days prior to departure	50% of total safari rate
0 – 30 days prior to departure	100% of total safari rate
No shows	100% of total safari rate

Outlook Lodges

All rates include full English and continental breakfast.

A 50% deposit will confirm your booking at Outlook Lodge. Booking has to be paid in full 14 days prior to arrival.

If a cancellation is made after the deposit has been paid, the following cancellation fees will apply:

35+ days prior to date of stay	5% of the total booking value
15 – 34 days prior to date of stay	50% of the total booking value/full deposit
8 – 14 days prior to date of stay	75% of the total booking value
0 – 7 days prior to date of stay	100% of the total booking value
No shows	100% of the total booking value

- Late arrivals and premature departures will be charged for the full extent of the stay that was booked and confirmed.
- Receipt of deposit or prepayment assumes unconditional agreement to our Terms.

Payment Options and Pricing

All transactions will be processed in South African Rands (ZAR).

Outlook reserves the right to change pricing at any time without prior notice.

- *EFT (Electronic Fund Transfer)*

One of the most widely used ways of sending money online. Select the option to pay via EFT. You will then have to load Outlook Safaris and/or Outlook Lodges as a beneficiary on your internet banking and use the unique order number in the reference line for your payment. This should ensure speedy processing and delivery of your selected products.

- *Direct Deposit*

You may pay for your products through a direct deposit. It's exactly the same as doing an EFT payment, except you'll have to go into your bank and physically make your direct deposit there. Please fax through your deposit slip to us on +27 86 266 9412 to ensure your payment is confirmed and order shipped as quickly as possible.

For more information about how to order, special order requirements and other payment options, please email us at enquiries@outlook.co.za.

Booking Procedure/Product Availability

Safaris depart 7 days a week, pending availability.

Our Kruger Safaris does not require a minimum of 1 person to depart and no single supplement applies for single travellers.

All other safaris require a minimum of 2 persons to depart.

Note that our game drives are not private and other guests may join the safari. Private drives can be arranged but are subject to additional charges.

Private safaris and safaris with accommodation in multiple camps and lodges are available on request and are subject to availability and additional charges.

Children under 12 sharing with 2 adults, pay 50% of adult rate unless otherwise indicated. Infants under 2 are FOC.

Children under 12 are not permitted on some activities and are not allowed at some lodges, please check with your consultant when enquiring.

Guests flying out of OR Tambo Airport on the last day that are making use of our shuttle are reminded to not book any flights departing earlier than 19:00 (domestic) or 21:00 internationally. We recommend that guests sleep over in Johannesburg on their last day.

We do not accept any liability for guests missing flights should they be booked to fly out on the last day.

Please note that we have a luggage restriction of 1 x (500mm x 300mm x 650mm) + 1 small carry-on, per person.

Please note that single chalets are for single travellers and not persons in a group wanting single accommodation.

Kindly note that our shuttle pick-up at KMIA is between 12:00 and 13:00, and drop-off at KMIA is between 12:00 and 13:00. Clients who require pick up or drop off outside this time, can be accommodated on a private transfer, pending availability and at an additional charge.

Included in the Safari Rates:

- Transport for the duration of the safari (excluding transfers, shuttles and flights unless specified differently).
- Professional guides (FGASA registered – Field Guides Association of Southern Africa).
- Meals as specified per itinerary.
- All entry fees and daily conservation levies.
- Accommodation as per chosen option.
- On our Camping Safari, we provide camp beds, linen, towels, fan, charging point and amenities.

Excluded from the Safari Rates:

- Meals not specified in the itinerary.
- Drinks other than those specified in the itinerary.
- Items of a personal nature.
- Gratuities.

The fact that a product is listed on this site does not guarantee its availability. Our standard reservation Terms and Conditions apply.

Inclusions and Exclusions

Inclusions and exclusions are strictly as per each chosen itinerary, unless specified otherwise in writing.

- *Health requirements*

Several of the areas we visit are malaria areas. Please consult with your doctor.

Please inform us of any pre-existing conditions such as diabetes or asthma and any prescription medication you may be taking.

We also need to be informed of any food allergies or physical disabilities that you may have.

No compulsory vaccinations are currently listed for South Africa. Please consult with your travel doctor regarding this.

- *Travel Insurance*

We strongly recommend that all travelers have adequate travel insurance. Please consult with your agent.

- *Visas*

All visa requirements are the client's responsibility.

Child Policy

Outlook Safaris

- Children under 12 are charged 50% of the adult sharing rate per night and may be required to share the parents' room.
- Children under 2 can stay free of charge and will be required to share the parents' room.
- We reserve the right to ask for proof of date of birth, so please do not be offended if we do.
- Children under 6 years of age are not allowed on SANParks open game drive vehicles.
- Children under 12 years of age are not allowed on SANParks bush walks.
- We welcome children on our safaris and will endeavor to include them on our open vehicle game drives as far as possible.
- We do however reserve the right not to take children under 12 years of age on an open vehicle game drive with other guests. This is entirely up to the guide's discretion. In such cases, we will conduct a special bush bumble game drive for the younger children after the normal morning game drive and/or before the afternoon game drive. We do not offer babysitting facilities and thus one of the parents will have to look after the children.
- Private game drives can be arranged in advance and at an additional charge, to allow for more flexibility when traveling with small children.
- Packages making use of Private Lodges may have varying policies, as some lodges do not allow children under 12 at all, while others not only welcome them, but also offer special children's activities. Please enquire prior to making your reservation.

Outlook Lodges

- Children over 12 pay the normal adult sharing rate per night.
- Children under 12 are charged 50% of the adult rate per night and may be required to share the parents' room.
- Children under 2 can stay free of charge and will be required to share the parents' room.
- A portable cot is available by prior arrangement.
- We reserve the right to ask for proof of date of birth, so please do not be offended if we do.

Updating of these Terms and Conditions

We reserve the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this portal.

It is the User's obligation to periodically check these Terms and Conditions on the portal for changes or updates. The User's continued use of this portal following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

Consent

I understand that all the designs and trademarks are registered to Outlook Safaris and/or Outlook Lodges and hereby accept the terms and conditions. I undertake not to copy/duplicate the trademarks and designs directly or indirectly in anyway and understand the legal implications thereof. Should I be found to be in violation of this agreement I understand that I will be held liable for all legal costs incurred by Outlook Safaris and/or Outlook Lodges for any civil action or any legal action deemed necessary against me.