to ensure that passengers enjoy high levels of cleanliness, comfort and service. The hotels listed in your holiday package are references to the tours or cruise package you have booked with APT. References to excursions and activities, tour lengths and hotels included or available as part of your holiday package.

Governing Law
These terms and conditions are governed by the law in force in Victoria, Australia.

BEFORE YOU BOOK

Prices – Deposits – Discounts – Payments

Your booking price will be set out in this brochure unless it is varied by advertising or a special offer, or is changed after the publication date for any reason, including without limitation, to cover changes in government taxes and changes, exchange rate variations, fuel surcharges, and airfares. A change in the level of any of these increases by suppliers. Once you pay your deposit your holiday package price is guaranteed (except for any changes related to fuel surcharges or flight fees as indicated below). A $1500 security deposit per person, per tour is required for all bookings 100 days prior to departure unless stated in the terms and conditions of the tour. The security deposit will be refunded 7 days after booking confirmation. Deposit requirements may vary when booking a special. Final payment of your trip fare is due 75 days prior to departure. All payments made more than 100 days prior to departure unless stated in the terms and conditions of the tour will be subject to a $250 administration fee. If you have a ticket or booking or refuse to carry any passenger where payment has not been received by APT within the specified time. All fares and changes are in AUD. Payment in full is required at time of booking for reservations made less than 100 days before departure from Australia or New Zealand. If APT is unable to confirm your reservation, all monies will be refunded.

Travelling With Minors
Children under the age of 18 years are not recommended to travel on tours. Children under 18 years of age must be accompanied by adults and share their accommodation with an adult. Group tours cannot guarantee triple bedding. When arriving, transiting and/or departing from South Africa, children under the age of 18 years will be required to produce a birth certificate indicating their biological parents. When arriving, transiting and/or departing from South Africa, children under the age of 18 years will be required to produce a birth certificate indicating their biological parents.

Included in Our Land Tour Price

Airfares and air travel, rail travel and hotels. When booking airfares using APT (including when taking advantage of a special offer that includes air travel), standard airline cancellation fees will apply. In some cases, airfares will be non-refundable in the event of a cancellation. These fees will be deducted from the deposit paid, and therefore the credit being held. APT Deposit Cancellation Fee of Mind applies to new bookings that are valid up to 100 days prior to travel. After three years, unused credit funds will incur the original cancellation conditions as per broker. This does not apply to travel insurance which you are required to purchase at the time of booking.

Travel Insurance

Travel Insurance is not included in your holiday package. You are required to purchase comprehensive travel insurance at the time of booking that includes (without limitation) coverage for the cost of your holiday package, medical expenses, loss of luggage, cruise and land contingency, and other policies as indicated in the terms and conditions. Until you have purchased at the time of booking, fees imposed by third parties, including but not limited to health, fitness & mobility inclusions will be provided and requested to be completed at the time of booking if you advise us of any special request. APT is not liable for any refusal or delay in providing any accommodation, cancellation, impossibility of performance or other frustration, disruption, loss of deposit or trips.

Superdeals, Fly Deals & Special Offers

Applicable when an upfront fee of $95 per person is paid at the time of booking. Any reduction of facilities and entertainment. All extensions are based on availability at time of booking. All extensions are based on availability at time of booking. APT Deposit Cancellation Fee of Mind applies to new bookings that are valid up to 100 days prior to travel. After three years, unused credit funds will incur the original cancellation conditions as per broker. This does not apply to travel insurance which you are required to purchase at the time of booking.
change, it will be subject to an administration charge and payment of any further costs incurred as a result of these changes.

Cancellation Policy

For all holiday packages in this brochure, the following APT cancellation fees apply (in addition to any applicable airline fees and hotel deposits):

- **Days of Notice:**
  - Fee Per Person
  - 90 days or more before departure: 25% of total holiday package price
  - 59 days or less before departure: 100% of holiday package price

All cancellations must be confirmed in writing by APT and any airline and hotel. If you have a package holiday, your holiday has commenced, 100% of the full holiday package price is charged. There is no refund for unused services or for any amounts already paid under the Cancellation Policy are otherwise unnecessarily used to protect the legitimate interests of APT. If you request changes after APT has issued the documents, APT may charge you an administration and processing fee of $70 per person in addition to any applicable cancellation fees.

**Cancellation of Ticketed Airfares**

An APT cancellation fee of $50 per person applies for ticketed airfares, in addition to any airline cancellation fees.

**Changes to Ticketed Airfares**

If you wish to amend the date or routing on your ticketed airfare, a fee of $30 per person applies for the first change and $85 for any subsequent changes will be charged in addition to airline change fees and any applicable air travel insurance. If, for any reason, a name change to a ticketed airfare is required, a $125 per person charge will be made for every change in addition to any applicable airline fees.

**IF WE CHANGE OR CANCEL YOUR HOLIDAY**

**Brochure Accuracy**

APT reserves the right to ensure that the information given in this brochure about accommodation, itineraries etc. is correct to its best of knowledge at the time of printing. Any bookings based on incorrect descriptions and facilities may be subject to change after publication. We recommend that you check the details of your holiday and holiday package at the time of booking. Additionally, flight times, camera and routes in the brochure are given for information purposes only and may change by air carriers affected by events outside our control. APT will keep to the brochured itinerary as closely as possible, sometimes the itinerary will change. These changes may also be a result of local conditions, weather conditions and seasonal events. APT will endeavour to notify you of any significant changes prior to your departure. Any change in the identity of the airline, flight timings or aircraft type (if applicable) and any additional costs associated with these bookings conditions.

**If We Change or Cancel Your Holiday Before Your Departure**

APT endeavours to provide you with all the services contracted for at the time of your booking, however we plan arrangements a long time in advance of your departure and our suppliers, such as airlines, hotels, etc., over whom we have no direct control. On occasions changes do have to be made, and APT reserve the right to make changes to or cancel any other arrangements without paying any applicable cancellation fees in connection with these booking conditions.

**Limitation of Liability in the Event of Force Majeure**

In the event that APT cancels or changes your travel arrangements in any way due to a Force Majeure event, APT will not be liable for, and will not collect it. Our Privacy Policy also contains information as amended, consolidated, supplemented or replaced.

1. To the full extent permitted by law, APT’s liability arises in contract or in connection with these booking conditions. (a) is limited to the re-supply of the products or services or the payment of the cost of re-supply to you; and (b) excludes liability for any indirect or consequential losses suffered by you or any third party, however caused, including but not limited to private or public damage to your property or any other liability.

6. Your travel agent will forward deposits and other payments to us on your behalf, but your travel agent is not our agent for the purposes of these booking conditions.

7. In the event that APT cancels or changes your travel arrangements in connection with a Force Majeure event, APT will not be liable for any direct or indirect costs that you incur as a result of any event or other factor beyond our control which necessitates a change in your itinerary. Additionally, you are not entitled to any refund for any alterations to your itinerary that are caused or contributed to by any force or water other than those beyond our control. APT cannot guarantee exact arrival and departure times and our airline and accommodation providers used by APT and APT will not be liable for failure to make connections with any other services or attractions beyond its control.

1. If your travel agent subsequently changes or cancels your travel arrangements with connection with a Force Majeure event. For Force Majeure events beyond APT’s control. As you are required to purchase travel insurance to look after your property at all times and you must ensure you are adequately covered by comprehensive travel insurance in the event of any loss.

2. Disruption to Itinerary Arrangements

In the event that your travel arrangements are disrupted for any reason, we may disclose it to (including overseas recipients), and the main consequences if we do not collect it. Our Privacy Policy also contains information about how we may seek access to, or correction of, the personal information held about you, and our complaint resolution process. Our Privacy Policy is available at www.aptouring.com.au and is subject to request by us. By providing personal or sensitive information to us, you are agreeing to these terms of our Privacy Policy.

**APT CHANGES OR CANCELLATIONS**

APT will not be liable for any direct or indirect costs that you incur as a result of any event or other factor beyond our control which necessitates a change in your itinerary. Additionally, you are not entitled to any refund for any alterations to your itinerary that are caused or contributed to by any force or water other than those beyond our control. APT cannot guarantee exact arrival and departure times and our airline and accommodation providers used by APT and APT will not be liable for failure to make connections with any other services or attractions beyond its control.

APT reserves the right to cancel any ticket or booking or refuse to carry any passenger for any reason, including if APT has not received by APT within the specified time.

**Medical Assistance**

APT does not employ medical staff on our tours. If you require medical attention, local medical services can be contacted immediately. You are responsible for all charges that result from a visit to a medical facility, or for a failure to maintain sufficient travel insurance. APT will not be liable for the type or quality of the medical services you may receive.

**Travel Insurance for East Africa**

All passengers are required to carry valid travel insurance. As part of your pre departure forms we will require travel insurance carrier, policy number and a 24 hour contact number for your travel to East Africa.

**Apt Club**

Details including the full range of benefits and conditions may be viewed on our website at www.aptouring.com.au/ APT/Membership

**Overnight accommodation options listed only on the Pre & Post Accommodation options listed on pages 86-87.

**Smoking**

For other passengers’ comfort there is no smoking in vehicles or ships.

**Service Enquiries**

If a problem occurs during your holiday you should, in your own interests; advise your tour/cruise director so that steps can be taken to resolve the matter. If you remain dissatisfied, any complaint must be made in writing to APT within 30 days.

**Luggage Limit**

Each passenger is entitled to take one case up to 20kg. For travel in Kenya, Tanzania & Namibia there are luggage restrictions due to travelling in AWD vehicles and flying in smaller planes where you will need to pack down to a soft case of 15kg. APT will provide a soft bag for you to use in East Africa. In Namibia you will need to provide your own soft bag. Excess Luggage can be stored while you are on tour. Excess Luggage will be charged to the passenger in accordance with your tour. If you have any extensions, details of baggage will be provided in your itinerary or through your tour operator. Airlines permit only one cabin bag per person, in which personal items such as cameras, makeup etc, will be carried. Excess baggage cannot be carried. Baggage is at ‘owner’s risk’.

**Maps Within This Publication**

This brochure contains general maps and satellite Images Within This Publication

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Australian Pacific Touring Pty Ltd

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