



LIMELIGHT SAFARI AFRICA LTD TERMS AND CONDITIONS 1ST APRIL 2022

These booking conditions apply to all package holiday bookings made with Limelight safari Africa Ltd, a brand of Limelight Africa. We are registered in England, Wales & Scotland under company number 12345294. Our registered office address is: Oxford Business Park, Cowley, Oxford. OX4 2PW.

For bookings such as accommodation-only, which do not constitute a Package holiday or Travel Arrangement as defined within The Package Arrangements Regulations 2018 please follow our Instruction booking on the website. Call Toll free, Speak to us don't just Book it.

Before making a booking, it is essential that you read our terms and conditions. They set out the commercial relationship between the company Limelight Safari Africa Ltd and yourself as a Customer in terms of Contract, respective rights and obligations.

Except where otherwise stated, our booking conditions only apply to holiday arrangements which you book with Limelight safari Africa Ltd in the UK and Across Africa Tourism Market Place, which we agree to make, provide or perform (as applicable) as part of our contract with you.

In these booking conditions, you, as booking owner, you're Family and Friends and all persons named on the booking (including anyone who is added or substituted at a later date, or any of them. As required a named member of the travelling party that, being 18 years old or over and possessing legal capacity to do so, makes payment at the point of booking.

In addition to the main booking conditions set out, you must also ensure that you have read the Important Holiday Information that follows. Doing so, forms part of the holiday contract as it contains helpful guidance that may be relevant for you when making your final booking selection.

By asking us to accept your booking request, you agree that you have both read and understood the full terms and conditions of the holiday contract and that you agree to them.

Covid-19

We acknowledge the impact of the on-going COVID-19 global pandemic and accept our duty to consider any official guidance from governments or local authorities, both in our Registered Office UK and All areas of Our Operations, including all bookings. On line, On mobile, by telephone and while on holiday.

Certain bookings made with Limelight Safari Africa Ltd have the benefit of specially negotiated / Arrangements. Where Limelight Safari Africa Ltd arrangements apply to your booking this will be confirmed to you by your Personal Travel Expert from Limelight Safari Africa Ltd. No holiday arrangement under Limelight Safari Africa Ltd will be Confirmed by a non- Limelight Safari Africa Ltd Staff Member and if you suspect so please contact us as soon as possible to avoid any misleading and father disappointment while on holiday.

1. A, Choosing Your Holiday

It is very important that you choose the right holiday arrangements for you. Our staffs are always happy to advise and give you their professional opinion; however, it is essential that you also conduct your own independent research to ensure you are happy with the arrangements being made. Please ensure that you check regularly for updates both before and after you book.

1. B, Principal

When you choose Limelight Safari Africa Ltd, Africa holiday Adventure "Africa Escape" or (Gateway to Africa Holiday) we are acting as the Principal Holiday provider. We provide the holiday services to you; your contract is with us and our full terms and conditions apply. Further conditions may also be applied by our suppliers and together these make the 'conditions of contract' and constitute the entire agreement between you and Limelight Safari Africa Ltd. Many of our supplier's terms and conditions are as Limelight Safari Africa as Group operation and service provider working in partnership.

1. C, Disability or Medical Condition Which Require assistant

If you have any medical condition, disability, or special requirements related to these which may affect your holiday (including the booking process), please tell us before you confirm your booking. We can then assist you in considering the suitability of the holiday and the services that we are able to provide. You must give us full details in writing at the time of booking and whenever any significant change in the condition, you must also promptly advise us if any medical condition or disability which may reasonably affect your holiday develops after your booking has been confirmed. Failure to do so may limit your rights under the Package Travel and Linked Travel Arrangements Regulations 2018 and how we are able to assist you.

Limelight Safari Africa Ltd complies with Regulation (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility / special need where we call them (Limelight VIP) when travelling by air and will offer assistance to disabled persons or persons with reduced mobility provided that we are given full information about your specific requirements at the time of booking. Please be aware that we cannot guarantee the provision of assistive aids such as high-loaders for embarking/disembarking the aircraft.

1. D, Tours and excursions / General health

Many of our tours and excursions may not be suitable if you have a disability or have reduced mobility. You must be fit and able enough to participate independently or, alternatively, have an able-bodied carer to assist you throughout the trip. Please note that some of the featured itineraries may involve early starts and long days, with substantial travel between featured sites and destinations. As vehicle and road standards may not be comparable to that of the UK, please keep this in mind when considering any personal health concerns, as well as your general comfort.

1. E, Experiences

Experiences which form part of your package: We are pleased to be able to offer various 'experiences' and activities, which you can pre-book from the UK and pay for as part of your holiday package. By booking with us you confirm that you and your party are in good health and have no medical history that would make it dangerous for you or others to participate. You must observe safety instructions at all times, take reasonable care and provide any necessary certification that may be required. We will only accept responsibility for these experiences and activities in accordance with these booking conditions. Please note that they may be subject to minimum numbers and could be cancelled at short notice.

Experiences which do not form part of your package: We are able to offer general assistance and reserve certain activities, which you will pay locally, where the same contract applies. we call Top Up or Pay as you go.

1. F Special Requests

Where a special request e.g. room location, twin or double-bedded room, flight seat requests or dietary requirements etc. is an important factor in your choice of holiday, you must advise us before you book. we cannot guarantee that they will be accommodated but alternatives will be advised, and the provision of any special request does not constitute a term of your contract with us.

1. G, Marketing

We try to ensure that the information on our website and in our promotional material is accurate. However, resort and supplier information can change and errors can regrettably occur. We reserve the right to amend or give notice of any changes at the time of booking and recommend that you undertake a level and you take the time to ask as many questions as you could with our advisors should you wish to clarify any information.

2. A, Booking & payments

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, you will benefit from all EU rights applying to packages. Limelight Safari Africa Ltd will be fully responsible for the proper performance of the package as a whole where we act as the Principal provider. Additionally, as required by law, we have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that we become insolvent.

2. B, Your Commitment

When you confirm a booking you must pay a deposit of at least 25% of the holiday cost, or any higher deposit which applies to your holiday. Full balance is required at the time of booking in some instances. All Holiday booked in 45 days and below, full payment will be required when confirming your booking. When you make a booking, the lead name confirms that you understand and have accepted these booking conditions and our Important Holiday Information. Once your booking is confirmed, you will be given a reference number. Your booking reference is also used as your unique password. It is important that you do not give your reference number to anyone or it will allow access to view your account.

2. C, Booking Confirmation

We will issue an invoice recording the arrangements reserved for you and will take a deposit. A contract between us will then come into existence on the basis that the price payable will be applicable when the airline releases the seats. The timings and other flight details will be those confirmed at that time, which may be different to those advised at the time of booking. If the requested flight seats do not become available, you will receive a full refund of your deposit. We will have no other liability to you and will not be responsible for refunding any costs that do not form part of your contract with us.

2. D, Travel Information & Documents

After booking you will receive a confirmation invoice with important information relevant to your holiday, inclusive of the total payment due. You must check the details carefully and notify us immediately if you believe that any of the details are incorrect. Please also check your flight timings carefully each time you receive new documentation from us, as the scheduling may have changed since the last time we contacted you. Approximately 14 days prior to departure you will receive your e-ticket together with your final itinerary. Please check all information, including your flight times, carefully to ensure you are prepared for your trip.

3. E, Terms of Payments

Full payment must be received not less than 45 days before departure. If we have not received full payment as detailed, we reserve the right to treat your booking as cancelled by you and you may lose your deposit or any higher sum that we are entitled to retain Cancelling your Holiday. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges, depending on the date we reasonably treat your booking as cancelled.

2. F, Holiday Insurance Cover

This is a vital part of any holiday so please ensure you take out comprehensive travel insurance as soon as your booking has been confirmed. We strongly recommend that this includes, but is not limited to, appropriate cover against the cost of termination of the holiday contract and the cost of any medical and other assistance, including repatriation, you might require whilst overseas. We are not insurance providers and cannot offer advice on insurance products. It is essential that you discuss both your itinerary and your specific needs with your chosen policy provider to ensure you are suitably protected.

Please read your policy details carefully, ensure that you are familiar with the scale of your cover and take the relevant documentation with you on your holiday.

3. G, Health & Vaccinations

It is your responsibility to ensure you are aware of all recommended and required vaccinations, health precautions, Screening and self-isolation requirements in good time before departure. You should take health advice about your specific needs as early as possible and ensure that vaccinations or preventative measures such as malaria tablets are taken in time to be effective for the duration of the holiday.

Please ensure you allow sufficient time to successfully book any appointments, screenings or tests that may be required. It is your responsibility to find out about any entry restrictions, screening or quarantine requirements for destinations that you are visiting (including those you are transiting through) that might affect you. Please ensure you include any domestic requirements that may be in place for when you return home. Be aware that there may sometimes be enhanced screening or monitoring at entry and exit ports. In some instances, borders may close with very little warning or you may be required to self-isolate for a set period, even if you do not have any symptoms of illness.

Sources of information include your GP surgery, the Department of Health free 'Health advice for travellers' available on request Tel. 0207 210 4850), or your specialist travel clinic.

The Foreign, Commonwealth & Development Office also provides useful information on health and Contact the UK embassy for the destination(s) you intend to visit and / or transit through if you require further information please do not hesitate to contact Limelight Safari Africa Ltd for more advice. It is essential that you check health and entry requirement information regularly. Failure to take the appropriate action could result in denied boarding by the airline or denied entry, as countries become stricter with respect to their entry requirements.

Please be aware that obtaining test results, a valid Covid Pass or any other medical certification sits outside of the holiday arrangements provided by Limelight Safari Africa Ltd. We can't take any responsibility if these are delayed and otherwise prevent you from travelling. Please ensure that your travel insurance provides you with suitable protection.

2. H, Passports

Every traveller, including children and infants, requires a valid passport to travel. If your passport is endorsed in any way, please check with the relevant embassy. British passport holders should ensure a valid ten-year passport is held for adults and a valid 5-year passport is held for children under 16. We recommend that all passports are valid for a minimum of 6 months after your scheduled return to the UK as many countries require passport expiry dates to fall a considerable time beyond the dates of travel.

It can take at least six weeks to get an adult passport. Requirements may change and you must check the up to date position in good time before departure. If you renewed your current passport before the previous one expired, extra time may have been added to its expiry date. Any extra months on your passport over 10 years may not count towards the minimum time required for the destination(s) you are travelling on a non-British passport; you must check your requirements with the appropriate embassy, high commission or consulate. It is your responsibility to ensure you hold passports that are valid for your trip. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation.

3. I, Visas & entry requirements

Visa and entry information can change at very short notice. If you are a British passport holder, there may be specific entry requirements for under 18s. If you are travelling on a non-British passport, you must check any visa requirements with the appropriate embassy, high commission or consulate.

It is your responsibility to ensure you are in possession of all necessary travel documents before departure. Any costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation.

2. J, Our Commitment to You

We will arrange to provide you with the various services which form part of the holiday you book with us. Before your booking is confirmed and a contract comes into existence, we reserve the right to increase or decrease, and correct errors in advertised prices and to change any of the information. Changes will be made known to you at the time of booking. We reserve the right to refuse to accept any booking without needing to specify a reason why.

2. K The Price

The prices we advertise are based on specially negotiated rates and fares. At the time of booking, if there is a lack of availability, we will endeavour to secure an alternative and you will be told the impact that this has on your holiday quote deposit before you book. A booking is not accepted until we issue an invoice. The date shown on the invoice is the date of booking. Please check the details on the invoice carefully when you get it and if anything appears to be incorrect or incomplete, contact immediately as it may not be possible to make changes later. We cannot accept any liability if we are not notified of any inaccuracy (for which we are responsible) in any document within 10 days of our sending it out (5 days for tickets). We will do our best to rectify any mistake notified to us outside of this timeframe, but you must meet any costs involved in doing so.

You are responsible for complying with any official guidance from governments or local authorities, both in the UK and whilst on your holiday. You also acknowledge that the suppliers providing your holiday, including airlines, hotels and excursion providers, will need to comply with national or local guidance and requirements relating to Covid-19, and have implemented certain measures as a result. This will likely include specific requirements regarding personal protective equipment, such as use of face-masks by staff (and you may be required to wear a face-mask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitization, limited entertainment options and limited food/drink availability. We do not expect these measures to have a significant impact on your enjoyment of the holiday and all measures will be taken with the purpose of securing your safety and that of those around you.

In many hotels, especially beach resorts, 'insects' in the rooms (e.g. ants, cockroaches etc.) and the occasional rodent sighting around the hotel grounds are almost inevitable. It should by no means be taken as a sign of dirtiness, as it is simply a fact of life in these destinations. Likewise birds, cats and dogs may also be seen in resort areas.

7. H, Views from accommodation in the tropics

Views from some hotel rooms/accommodation may be obscured by palm trees and other vegetation that can grow very quickly in tropical climates. Room categories may also vary between different properties. Please check room descriptions carefully if a specific location and/or view is important to you.

7. I, Transport / entry requirements Under 18's Travelling without Parents

Please note, minors travelling without their parents may need to have written authority from them confirming they are permitted to travel. This should be translated where necessary, with both copies notarised. You must ensure that you check the specific requirements for any country that you are travelling to or transiting through. Failure to provide the correct documentation may result in denied boarding or being refused entry. Domestic border control may require the same upon your return home. It is your responsibility to ensure that all necessary paperwork is obtained in good time before departure.

7. J, Group Transfers

Our holidays include group transfers from airports/hotels and vice versa unless otherwise stated on the appropriate pages or your documentation. A group transfer is generally a shared transfer and the type of vehicle used will normally be dependent upon the size of the group, with stops being made en route to drop off/pick up other clients. The duration of your transfer will be dependent upon the individual arrangements required. In many destinations, we also offer the choice of upgrading to your own private transfer at the appropriate cost. Where we are unable to provide group transfers as an option, private

transfers will be quoted within your holiday arrangements. Please note some transfer arrangements may require reconfirmation locally. Be sure to check your travel documentation prior to departure.

7. K, Car seats for children

Child seats are not provided for transfers and the legislation varies from country to country. If you specifically require a car seat, we advise you to either take your own or speak to your Personal Travel Expert, who can try to arrange this for you. There may be an additional charge for the provision of child car seats.

7. L, Flight Seat Requests, Airlines & Aircraft

Please ensure that you check in early if you have a particular seat preference, we have no control over the allocation of seats by the airline even if a request has been made with them to pre-book specific seats for you and the provision of particular seats does not constitute a term of your contract with Limelight Safari Africa Ltd. Although some airlines offer the facility to book seats online, this is not always possible when booking a holiday through us, as the holidays we offer are based on special Tour Operator fares.

We are required to advise you of the actual carrier(s) (or, if the actual carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. We do this by listing carriers to be used or likely to be used on your holiday confirmation invoice. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative the provisions of 'If we change or cancel your holiday' will apply.

7. M, Direct Flights & Share Code

A flight that is described as direct is one where there is no need to change aircraft during the journey. However, stops may be made en route for re-fuelling or to let passengers on and/ or off. Details of any stops will be given on your itinerary wherever possible. It is a common practice for scheduled airlines to use a code share system, which may include you flying with a partner airline. Where this situation arises, it is not classed as a major change.

7. N, Scheduled and 'No Frills' Carriers / Time

'No frills' flights do not generally include refreshments or in-flight meals. Please check with one of our Personal Travel Experts if this is important to you. Weather conditions etc., and are indications of the hours spent actually flying (excluding time on the ground during stops en route or when changing aircraft). Where no figures are shown, we do not offer direct or same day connecting flights.

7. O, Excursion Meal Packages

Excursion or meal packages which are offered are not always cheaper than buying the same arrangements locally. It is often the case that these packages are offered for the convenience of being both booked and paid for in the UK. The cost of any unused tours within excursion packages may not be refunded.

7 P Local Purchases

We cannot accept responsibility for any items you may purchase locally e.g. jewellery/furniture etc. and the quality and value of such cannot be guaranteed. We recommend that you check whether or not any extra charges will be payable for import duty or freight as we are unable to assist with any costs you may incur in this respect.

7. Q, Weather & Tidal Conditions

Information is supplied by the Meteorological Office, local tourist offices and other sources and is offered as a general guide only. Please note that many of the destinations we feature have a tropical climate where heavy rainfall and strong winds (sometimes hurricane force) do occur at certain times of

the year. During monsoon season, you are likely to get more rain than sunshine. Most people go on holiday to spend time in the sunshine and although adverse weather conditions can be very frustrating, Limelight cannot assume any responsibility for the statistical information provided, nor accept liability to make refunds or pay compensation for alternative arrangements, damage to property or curtailed holidays as a result of such conditions.

Some destinations featured are subject to tides at specific times of the year which can affect swimming. Depending on the destination you have chosen, there may be restrictions on areas where it is safe to swim due to strong currents or sea defences which protect the local beaches. We strongly recommend you listen to local advice to ensure your own safety. Please refer to meteorological websites for the latest and most up-to-date information on tides for the destination you intend to travel to.

7 R, Maldives / Coastal Conservation

It is becoming ever more important to conserve the world's natural resources. Changes in season, wind direction and tides can cause the shape and beach width of some tropical islands to change. The use of sandbags and sand pumping procedures on beaches is becoming increasingly necessary, in order to minimize the effects of erosion. Whilst such activity is most prominent in the Maldives, other tropical locations may also be affected. Reef ecosystems worldwide are suffering from bleaching, erosion and other natural decline, associated with extreme weather and climate change. Whilst the effects can be temporary, recovery can be very slow.

7. S, Volunteering Holidays

The volunteering element of your Holiday, involves working and where applicable, staying in locations which tourists do not usually visit. These locations are often remote and the conditions for the people who live there are generally basic. Volunteering is not a conventional holiday activity and the organisations with whom we work do not provide services for tourists. Whilst we will endeavour to carry out certain health and safety checks on any accommodation you are intended to stay in, these checks will be limited. We do not carry out health and safety checks on the other elements of your volunteering experience as it is not practical for us to do so. We make no representations or promises as to the conditions you will encounter during your volunteering experience or that there will be compliance with any minimum standards of health, safety or hygiene. You must therefore exercise caution and take all appropriate steps to protect yourself against the risks involved.

Whilst volunteering, you are likely to come into contact with both wild and domestic animals. All animals, including domesticated ones, are unpredictable and capable of causing injury and even death. They may also carry disease or parasites which may be passed on by close contact with the animal or its faeces. You must therefore exercise a great deal of caution and take responsibility for your own safety in any situation where animals are, may be or have been present. All instructions and guidance provided in relation to any animal, whether in advance or by anyone accompanying you, must be followed at all times and no animal must be touched or approached unless you are specifically invited to do so. As we cannot control any animal nor predict its behaviour, we cannot accept any liability for any injury, illness, death, loss, damage or other claim of any nature which you suffer in connection with any animal.

This is a property of Limelight Safari Africa Ltd. Prohibit Copy Writing to this act. www.safariiafrica.biz True Copy of Operations terms and Condition Edited on Friday the 1st of April 2022 By the Operations Manager Limelight safari Africa Ltd