

1 INTRODUCTION

- 1.1 Bookings made through our booking form or over one of our agents are governed by these terms and conditions.
- 1.2 You will be asked to give your agreement to these terms and conditions before you place an order with us.
- 1.3 This document does not affect any statutory rights you may have as a consumer.

2 INTERPRETATION

- 2.1 In these terms and conditions:
 - a) "we" means iLala Safaris (and "us" and "our" should be construed accordingly);
 - b) "you" means our customer or prospective customer under these terms and conditions (and "your" should be construed accordingly);
 - c) "booking" means a booking in respect of our services which may be made by you under these terms and conditions; and
 - d) "force majeure event" means an event that is, or a series of related events that are, beyond our reasonable control.

3 ORDER PROCESS

- 3.1 The advertising of bookings on our website constitutes an "invitation to treat" rather than a contractual offer.
- 3.2 No contract will come into force between you and us unless and until we accept your order in accordance with the procedures set out in this Section 3.
- 3.3 To make a booking through us, the following steps must be taken: you must send us a message to enquiry for a booking; we will either send you a booking form or we will confirm by email that we are unable to meet your booking; you must fill in the booking form, you must consent to these terms and conditions; you will be sent a quote; a 50 % deposit is payable to secure your booking; as soon as we receive the deposit we will send you a booking confirmation.

4 PRICES

- 4.1 Our prices are quoted on our website.
- 4.2 We will from time to time change the prices quoted on our website, but this will not affect contracts that have previously come into force.
- 4.3 All amounts stated in these terms and conditions or on our website are stated exclusive of VAT.

5 PAYMENTS

- 5.1 You must pay a 50 % deposit to secure your booking.
- 5.2 The final payment must be made latest a month before the booked event starts.
- 5.3 Payments may be made by bank transfer.

6 VARIATION OF BOOKING

- 6.1 If you would like to change your booking in any way, you should contact us to discuss your requested changes. We reserve the right to accept or reject any changes you may request.
- 6.2 We may change the date and/or location of an event that is the subject of a booking by giving to you written notice of the change at least 30 days before the event is due to begin. If we notify you of a change to a booking under this Section 6.2, you shall have a right to cancel the booking and receive a full refund of the price paid in respect of the booking, providing that your notice of cancellation must be received by us within 7 days following the date of issue of our notification of the change. If your notice of cancellation is received after the end of that period, you will not be entitled to a refund under this Section 6.2.

7 CANCELLATION OF BOOKINGS BY US

- 7.1 We may cancel a contract under these terms and conditions:
 - a) at least 30 days before the event in respect of which the contract was made begins.
- 7.2 We will give you a written notice of any contract cancellation under this Section 7.
- 7.3 If we cancel a contract under these terms and conditions in accordance with this section 7, you will be entitled to full refund of the price paid under that contract.

8 CANCELLATION OF BOOKINGS BY YOU

- 8.1 Any rights you may have under this Section 8 are additional to your statutory rights.
- 8.2 You may cancel a contract under these terms and conditions:
 - a) before the deposit payment

Booking Terms and Conditions

iLala Safaris
Sabrina Krattinger &
Jan Hendrik Hanekom
contact@ilalasafaris.com
www.ilalasafaris.com



b) at least 30 days before the event begins, in which case you will be entitled to a refund of 80% of the deposit paid under a contract under these terms and conditions. With the remaining 20% we cover our until then accumulated costs costs caused by the cancellation.

8.3 In order to cancel a contract under this Section 8, you must send us a written notice of cancellation by email using the contact details specified in these terms and conditions.

8.4 Save and provided in this Section 8, specified elsewhere in these terms and conditions or mandated by law, you will not receive any refund upon the cancellation of a contract under these terms and conditions.

9 CHANGES BEYOND OUR CONTROL

9.1 Compensation will not apply if a significant change is made for reasons beyond our control. These include (but are not limited to): force majeure, civil disturbances, terrorist activity, industrial disputes, natural disasters, fire, epidemics, health risks, and changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, and actual or potential severe weather conditions, and any other similar event.

10 LAW AND JURISDICTION

10.1 All matters pertaining to this terms and conditions in whatever jurisdiction action may be brought, shall be governed by, construed and enforced in accordance with the law of the Province of Limpopo. The parties herein waive trial by jury and agree to submit to the personal jurisdiction and venue of a court of subject matter jurisdiction located in Limpopo Province.

11 OUR DETAILS

11.1 iLala Safaris
Section 5 Farm Valencia 449
Kransdans
Bela Bela, 0480
Limpopo
South Africa

contact@ilalasafaris.com

WE ARE LOOKING FORWARD
TO WELCOME YOU ON OUR
SAFARI

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