

14 JANUARY 2022

AMENDMENT TO WILDERNESS PAYMENT TERMS AND CONDITIONS

The following terms shall be applicable to all new bookings confirmed on/or after 17 January 2022 and as such payment in respect of such a booking is received after 17 January 2022. It is also important to note that the booking invoice will reflect whether or not the Pandemic Protection is applicable to the booking.

For the purpose of these terms, "Wilderness Services" shall mean any accommodation supplied by Wilderness Safaris in a Wilderness owned or managed property. Such properties are listed on www.wilderness-safaris.com, but exclude Xigera and Segera. Wilderness Services shall also include transport and transfer services provided by Wilderness ground personnel or a flight on Wilderness Air. For all other services, normal cancellation terms apply.

1. PAYMENT TERMS

- 1.1. The following revised terms shall be applicable to all new bookings confirmed on or after 17 January 2022 onward:
 - 1.1.1. A 25% deposit on all Wilderness product will be due and payable upon confirmation;
 - 1.1.2. Any deposit required by a third party product as per the supplier conditions will be due and payable upon confirmation;
 - 1.1.3. Balance is due and the full invoice value must be settled 60 days prior to date of travel;
 - 1.1.4. For bookings made and confirmed within 60 days from the date of departure, the full invoiced amount would be immediately due and payable.
- 1.2. The required deposit amount will be reflected on the invoice provided to you.
- 1.3. Deposits will no longer be required for Wilderness Air or Wilderness transport and transfer services.
- 1.4. No variation to these payment terms will be of any force or effect unless agreed to by Wilderness in writing.

2. CANCELLATION TERMS FOR ALL NEW BOOKINGS CONFIRMED ON OR AFTER 17 JANUARY 2022

- 2.1. The following cancellation terms will apply to all new bookings confirmed on or after 17 January 2022:
 - 2.1.1. Should a cancellation be made more than 61 days prior to the start of the programme booked with Wilderness (referred to as departure), the deposit of 25% is forfeited;
 - 2.1.2. For any cancellation made between 60 days up to and including the day of departure, 100% of the price is forfeited.
- 2.2. The above cancellation terms apply only to Wilderness product. Any cancellation fees levied by third party product will be passed on to the agent and/or traveller.

3. 100% REFUND UNDERTAKING (PANDEMIC PROTECTION)

- 3.1. In the event of a cancellation, for any of the reasons listed in Section 3.3, of any new enquiries initiated on or after 15 December 2021 for travel after 1 April 2022 and subsequently confirmed, Wilderness guarantees a full refund of any amounts already paid in respect of Wilderness Services.



- 3.2. This refund undertaking does not apply if the cancellation is for convenience or if the reason for cancellation is not listed in Section 3.3.
- 3.3. Qualifying reasons for cancellation
This 100% refund undertaking is applicable to cancellations resulting from the following reasons:
- 3.3.1. Within 45 days of the first Wilderness Service in the booking, COVID-19 or any other global pandemic causes a traveller to be unable to travel because of 1) an inability to reach the destination country by commercial airline, or 2) personal health complications caused by the pandemic;
- 3.3.2. Within 45 days of the first Wilderness Service in the booking, COVID-19 or any other global pandemic causes a traveller to be unable to travel because of a government imposed mandatory quarantine at, or closure of, a border that exists in a traveller's departure country or any of the countries a traveller will be visiting for Wilderness Services during the booking;
- 3.3.3. Within 7 days of the first Wilderness Service in a booking, a traveller receives a positive test for COVID-19 or any other global pandemic disease;
- 3.3.4. Within 7 days of the first Wilderness Service in a booking, a traveller is quarantined, and that quarantine lasts until the first Wilderness Service in the booking; and
- 3.3.5. If at any time prior to the commencement of the first Wilderness Service, Wilderness declares bankruptcy resulting in the traveller not being able to use any Wilderness Service.
- 3.4. Applicable limitations and exclusions:
- 3.4.1. The protections afforded by this refund undertaking are **ONLY** applicable to Wilderness Services and shall not apply to any third party properties or activities. Third party properties and services are subject to the terms and conditions of the applicable supplier.
- 3.4.2. This undertaking will only apply to FIT trips and will not apply to Wilderness Groups, Series, Explorations, Incentives or other non-FIT bookings. However, the undertaking may, at the discretion of Wilderness, be extended to Wilderness Group and Explorations bookings if such a booking complies with the payment terms as per clause 1.1 above.
- 3.4.3. The protection lapses the moment a traveller arrives at the first Wilderness property or service operated by Wilderness in the booking, and does not extend to any trip interruption. Accordingly, travellers are required to carry travel insurance to cover costs incurred by any trip curtailment or interruption.
- 3.4.4. The 100% refund undertaking extends only to the nett amount received by Wilderness and does not include any agent commissions or mark-ups.
- 3.4.5. The traveller/agent shall be solely responsible for any VAT or government taxes applicable to such a refund as well as be liable for any bank charges or fees associated with such refund.
- 3.4.6. This refund undertaking will only be available to agents that have signed the current Agent Accreditation Agreement with Wilderness and have no overdue debts due to Wilderness at the time of confirming the booking.
- 3.4.7. The only bookings that qualify for the 100% refund undertaking are those that are fully paid up at the time of the cancellation request.



- 3.5. All cancellations or postponements must be made in writing to Wilderness. Where a cancellation is as a result of any of the reasons listed in Section 3.3, the agent will be required to submit the necessary documentary proof to Wilderness to substantiate the claim under the refund undertaking.

4. POSTPONEMENTS

- 4.1. Should a traveller wish to postpone their travel rather than cancel and that trip would otherwise qualify for cancellation under Section 3.3, Wilderness will credit up to 25% of the value of the Wilderness Services in the original booking, which credit can only be applied towards upgrading or extending Wilderness Services in the postponed booking.
- 4.2. In order to compensate agents for the additional work being done to organize the postponement, upon completion of travel of the postponed booking, Wilderness will provide agents a credit of 5% of the value of the original Wilderness Services.
- 4.3. The credits awarded in terms of section 4.1 and 4.2 are not transferable or redeemable for cash, and in respect of section 4.2, the credit will be applied to the next booking confirmed by the agent for Wilderness Services.
- 4.4. These provisions do not apply to existing enquiries or bookings initiated and/or confirmed prior to 15 December 2021. For the avoidance of doubt, these postponement credits are applicable to bookings which have been fully paid in terms of the payment terms provided for in clause 1.1 and where a postponement is required as a result of one of the reasons defined in clause 3.3.

Note that these terms have been included in the General Information Manual accessible through the Wilderness Window.