

TERMS AND CONDITIONS FOR YOUTH GROUP TRAVEL WITH AFRICA WILD TRAILS

The Terms & Conditions below cover safety, payments, cancellation policies, responsibilities, and risk management. Africa Wild Trails is also referred to as AWT in this document

Booking Process & Payments

- A Securing Deposit of 15% is required to secure the booking.
- 7.5% of the Securing Deposit is non-refundable, as it is immediately allocated to secure accommodation, transport, guides, catering, and activities in the destination country.
- Full payment is due by a specified deadline before departure. Africa Wild Trails is happy to accommodate a flexible payment schedule tailored to the needs of both the school and its participants.
- Late payments may result in additional charges or cancellation of the booking.
- Payment method is bank transfer following invoice.

Cancellation & Refund Policy

- Cancellation by the school. Refund conditions based on timing.
If the school cancels the trip, the following refund policy applies:
 - More than 12 weeks before departure: Full refund, minus the 7.5% non-refundable deposit.
 - 8 to 12 weeks before departure: 50% refund of the total trip cost.
 - 4 to 8 weeks before departure: 25% refund of the total trip cost.
 - Less than 4 weeks before departure: No refund is available.

All cancellations must be made in writing, and refunds will be processed within 14 days.

Cancellation by Africa Wild Trails due to unforeseen circumstances (e.g., minimum participant numbers not met, travel restrictions):

- If minimum participant numbers are not met, Africa Wild Trails reserves the right to cancel the trip no later than 8 weeks before departure, with a full refund provided.
- If travel restrictions or other unforeseen operational issues arise, we will notify the school as soon as possible and offer either a full refund or the option to reschedule.
- Force Majeure Clause (e.g., pandemics, natural disasters, political unrest):
 - In the event of force majeure, Africa Wild Trails will assess the situation and, where possible, offer an alternative itinerary or rescheduling.
 - If rescheduling is not feasible, refunds will be considered on a case-by-case basis, factoring in non-recoverable costs already incurred.
 - Schools will be notified of any force majeure-related cancellations as soon as reasonably possible.

Safety & Risk Management

- Africa Wild Trails adheres to strict safety and risk assessment procedures and is assessed by LOtC, BS8848, DofE, and the EPA.
- Schools must ensure all participants meet health and fitness requirements.
- Schools must have a record of emergency contact details for all participants.
- First aid provisions and emergency response plan.
- All participants must complete a confidential Health Questionnaire.

Travel & Insurance

- Schools are responsible for arranging comprehensive travel insurance for all participants.
- Africa Wild Trails carries public liability insurance, but individual insurance is required for personal accidents, medical emergencies, and cancellations.
- Any exclusions or limitations of liability from Africa Wild Trails.

This refers to specific situations where Africa Wild Trails is not legally responsible for losses, injuries, or other issues that may arise during the trip. It sets clear boundaries on what AWT can and cannot be held liable for.

Exclusions or limitations of liability might include:

Personal Injury & Accidents: AWT takes all reasonable precautions, but participants engage in activities at their own risk. AWT is not liable for injuries caused by personal negligence or failure to follow safety instructions.

Loss or Damage to Personal Property: AWT is not responsible for lost, stolen, or damaged personal belongings during the trip.

Unforeseen Circumstances (Force Majeure): AWT is not responsible for trip disruptions due to natural disasters, political instability, pandemics, or other events beyond its control.

Travel Delays and Costs: Any additional costs due to flight delays, missed connections, or changes to travel plans are the responsibility of the school or participants.

Responsibilities of the School & Participants

- Schools must provide accurate medical and dietary information for students and staff.
- Schools are responsible for students' behaviour and discipline during the trip, assisted by the AWT team.
- A designated school leader must be present throughout the trip.
- Schools must comply with Africa Wild Trails' policies and guide briefings on wildlife interaction, conservation, and local cultural respect.

Changes to Itinerary

- Africa Wild Trails reserves the right to make necessary itinerary adjustments due to weather, safety concerns, or operational reasons.
- Significant changes will be communicated to the school as soon as possible.

Liability & Disclaimer

- Africa Wild Trails takes all reasonable precautions, but participation in adventure travel involves inherent risks.
- Schools acknowledge that some activities may carry a level of risk, and informed consent must be obtained from parents/guardians.
- Africa Wild Trails is not liable for loss of property, injury, illness, or unforeseen travel disruptions.

Visas & Entry Requirements

- Schools are responsible for ensuring all participants have the correct visas and travel documents. AWT will assist with providing related paperwork for GPs/ Travel Nurses/ Consulates etc.
- Africa Wild Trails can provide guidance but is not responsible for denied entry due to incorrect documentation.

Photography & Media Consent

- Africa Wild Trails may take photographs/videos for promotional use with the school permission.
- The school must obtain parental consent for student participation in media.

Financial Protection

Africa Wild Trails provides Financial Failure Insurance to ensure that clients' payments are fully protected in the unlikely event of the company becoming insolvent. This means that if Africa Wild Trails is unable to deliver the trip due to financial failure, clients will receive a full refund of any payments made. This coverage offers peace of mind, guaranteeing that funds are safeguarded and that bookings remain secure. Africa Wild Trails is committed to operating with transparency and financial responsibility, ensuring that schools, groups, and individual travellers can book with confidence.