



ROCKJUMPER

Wildlife Tours

BOOKING FORM

A completed Booking Form and Deposit is an essential requirement for registration for every Rockjumper Wildlife tour. Without a completed Booking Form and Deposit, your place on a tour cannot be confirmed. Once completed, please email this form back to us. We need one form per couple if traveling together, or one per person if you are a single traveller.

TOUR BOOKING DETAILS

(Please print details clearly)

Tour:	Private – South Africa Zululand & Cape Wildlife Safari	Dates:	14th – 26th August 2019 (13 days/12 Nights)
Extension:	Victoria Falls extension	Dates:	26 th August – 29 th August 2019 (4 days)

PERSONAL DETAILS

Title	Surname	Forename(s)	Preferred Calling Name (If different to name stated on Passport)	Date of Birth (DD/MM/YYYY)

Address: (Please provide address to which all correspondence will be sent)

Telephone Contact Details:			
Work:		Home:	
Fax:		Mobile:	
E-mail address:			

PASSPORT DETAILS

(Please provide details exactly as in the passport)

Surname	Forename(s)	Passport Number	Place of Issue	Date of Issue	Expiry Date	Nationality

ADDITIONAL REQUIREMENTS

1.a. If you are not traveling with a partner, would you be willing to share with someone in a twin room to avoid the cost of a single supplement?		
1.b. If you are traveling with a partner, would you prefer a double bed or two single beds?		
2. Any special dietary requirements?		
3. Are there any medical conditions that you feel you we need to know about?		
4. Other considerations/requests (please provide details)?		
5. Would you be willing to share your email address with other participants before/after the trip?	Yes:	No:
6. Please select a complimentary cap or leech socks by ticking next to your preferred choice.	Socks:	Cap:

CONTACT IN CASE OF EMERGENCY (SOMEONE NOT ON THE TOUR)

Name:			
Relation:			
Address:			
Phone Contact details			
Work:		Home:	
Fax:		Mobile:	
Email:			

PREVIOUS TOURS WITH ROCKJUMPER WILDLIFE TOURS

Are you a repeat guest, or are you new to Rockjumper Wildlife?	Repeat	New
If a repeat guest, please could you state which past tours you have done with us?		

MAKING CONTACT

How did you first learn of Rockjumper Wildlife and/or this tour (see below)?
1. Our website (If so, please state how you were referred to our website?)
2. Web advert (If so, please state which website?)
3. Google search
4. Friend
5. Print advert (If so, please state which publication?)
6. Facebook, twitter or blog? (Please state which?)
7. Bird fair / Festival (Please state which?)

8. Other (Please state how?)

PRE-TOUR QUESTIONNAIRE

1. Would you be interested in any pre or post tour activities?		Yes	No	
1.a. If Yes, please provide us with further details:				
2. Do you have a list of mammals that you would like to target on the tour? If Yes, do please forward us a copy.		Yes	No	
3. How would you rate your physical fitness? Do you envisage any difficulties while participating in any of the activities mentioned in the itinerary?				
4. How would you rate your mammal interest?	Hardcore	Keen	Average	General
5. Your photography interest?	Hardcore	Keen	Happy Snapper	None
6. Do you have any other specific interests?	Birds	Flora	Culture	History
	Geology	Insects	Reptiles	Amphibs
7. Do you have any other expectations/desires/goals that we should be aware of to help us make this the ultimate birding and wildlife adventure for you?				

I hereby apply to Rockjumper Wildlife Tours for a reservation on the abovementioned tour. I confirm that I agree to all the terms and conditions of the tour(s) as detailed in the form above. I have secured the necessary permission to sign on behalf of all people listed on this form.

Signature:

Date:

Name of Person signing (in full).



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BOOKING CONDITIONS

IMPORTANT: This document contains a number of key points which you should be aware of when signing up for a tour with Rockjumper Wildlife Tours (hereafter referred to as 'Rockjumper Wildlife'.) While all of the points below contain important information, some of the more critical sections to take into account and read through include the following:

- Reservations (point 1 below);
- Purchasing of International Air Tickets (point 3 below);
- Cancellation and Refund Policies (point 4 below); and
- Travel Insurance (point 4 below).

The terms and conditions set out below form the basis of the contract between Rockjumper Wildlife Tours and the participant and those on whose behalf the participant has signed for on the booking form. Electronically submitted booking forms are deemed to have been signed by the persons submitting the booking form. **Please do read our booking conditions before completing the booking form.**

1) Reservations:

Reservations for tours require a completed booking form and a deposit of **US\$1,600 per person**. This amount can vary from tour to tour as deposit requirements can be quite different, if securing an upmarket camp/lodge for example, compared to standard accommodations. If the booking is made within 3 months of the tour departure date, then full payment is required.

The booking form below may be filled in electronically and emailed to the Rockjumper Wildlife office or a hardcopy printed out and posted to us. A booking is accepted and becomes definite only from the date when Rockjumper Wildlife has confirmed acceptance in writing. At this point a contract between Rockjumper Wildlife and the participant comes into existence.

RWT will book and ticket your internal flights for the tour. These flights will be added to your final invoice.

Please note that due to Thula Thula's specific cancellation policies **US\$600** of the deposit is non-refundable. The entire deposit of **US\$1,600** is non-refundable if cancellation is within 6 months of the tour start date.

Booking requests with deposits will be considered in order of their receipt. Telephonic or e-mail requests will be treated as bookings from the date received provided they are followed by receipt of the appropriate booking form and deposit within 14 days. Rockjumper Wildlife reserves the right to decline any booking at its discretion.

Payment of the booking should be made as follows:

Mailed checks in US\$ only (made out to Rockjumper Birding Tours):

Attention: Eric V. Pozzo
Rockjumper Bird Tours
14785 SW Bell Road
Sherwood, OR 97140-9052
USA

(Please note that this address has a secure mailbox, so DO NOT send by registered or certified mail as there is no-one to sign at this locked box and it will delay collection by several days!)

Direct wire:

Bank: US Bank, 60 Livingstone Avenue St. Paul, Minnesota, 55107
ABA Routing #: 123000220
SWIFT Code: USBKUS44IMT
Account: Rockjumper Bird Tours
Account #: 153690907644

Please **do not use Western Union** as a money transfer agent for your payment.

If paying by direct wire, please instruct your bank that all bank charges are charged to you.

PayPal on-line credit card payment:

Please ask us to send you a PayPal payment request. Once you receive this, click the "Pay Now" button and this will take you straight to the PayPal website. Once you login to or register for your PayPal account, all the payment details will already have been entered automatically and you will just be required to authorize the transaction.

Please note that there is a **4% surcharge** on PayPal payments and this will be added to your

deposit or invoice total (eg. deposit of **US\$1600** total would be **U\$1,664**).

2). Tour Fees & Payment:

Payment of the balance of the tour fee is due 3 months before departure and to be made as per the above details. A Rockjumper Wildlife invoice will be issued to you before full payment is due. The tour fee is outlined in each tour itinerary, as are details of what services are included and excluded.

Standard inclusions generally are:

- All accommodations on a sharing basis, from first to final night of the tour at hotels, lodges or other establishments of a reasonable standard (or best available in the area);
- All meals (breakfast, lunch and dinner) from official start of the tour on the first day to official end of the tour on the final day;
- Drinking water and in some cases soft drinks and alcoholic beverages as specified in the tour itinerary;
- All ground transportation from first day of tour to final day of tour;
- All costs of RWT specialist guide and local guides;
- All excursions and activities mentioned in the itinerary unless specifically stated as optional in which case they will be charged for at cost with prior consent from participants;
- All reserve and park entrance fees for reserves and parks that are part of the itinerary;
- All tips related to tour services. Any tipping by participants is entirely voluntary.

Standard exclusions generally are:

- International flights and airport taxes related to these flights;
- Domestic flights on economy basis and airport taxes relating to these flights;
- Visa, passport and vaccination costs;
- Travel and medical insurance;
- Costs incurred before the official start of the tour and after the official end of the tour;
- Excess baggage costs;
- Beverages over and above those stated as included in the tour itinerary and any service charge related to these beverages;

The tour cost is subject to major currency fluctuations and other significant events beyond the control of Rockjumper Wildlife (e.g. major increases in park fees, government charges, fuel costs and hotel charges) and we reserve the right to modify the tour cost, within reason,

at any time until full payment has been received. If we have to increase the cost by more than 10% of the tour fee, you have the right to cancel or transfer your booking to another Rockjumper Wildlife tour without incurring cancellation charges as long as you notify Rockjumper Wildlife with 7 days of the tour fee surcharge announcement. It has very rarely happened that Rockjumper Wildlife has levied additional tour fee surcharges and only under extreme circumstances.

The single supplement as outlined in the tour itinerary will be charged if you wish to have single accommodation. This single supplement is based on the estimated actual cost of a single room for the duration of the tour. In some cases, single rooms might be of inferior quality to double rooms and this would have been taken consideration of in the calculation of the single supplement.

If Rockjumper Wildlife cannot provide you with a rooming partner although you choose to share, the single supplement will become applicable. We will make all reasonable efforts to ensure that a rooming partner is found if you do wish to share. Rooming partners will be allocated in order of booking unless a participant requests a specific rooming partner who has not been matched. If your allocated rooming partner cancels before the start of the tour, the single room supplement will become applicable to you unless Rockjumper Wildlife finds another rooming partner for you. If you choose to share a room and during the course of the tour, you or your rooming partner decide to no longer share a room, any additional costs as a result of this decision will not be incurred by RWT.

In some circumstances, single rooms might not be available and you might be expected to share a room. This may be predetermined and mentioned in the itinerary (e.g. in the rare cases where the entire group all share a dormitory-style room or rooms or when we need to use a lodge that doesn't have enough rooms to service the entire group) and the single supplement will be calculated to exclude any additional costs for these nights. In other cases single rooms might not be available at shorter notice due to room limitations at certain hotels. In such circumstances, the single supplement for that particular section of the tour will be refunded to you within a reasonable period of the completion of the tour.

3) Air Ticketing

Rockjumper Wildlife does not operate as an airline ticketing agency; therefore, we generally do not book international flights for our tour participants. We are happy, however, to advise you on flights, routes and airlines, and we can refer you to registered travel agents who do specialize in international flight ticketing services. The exception to this is with regards to domestic flights as mentioned in the itinerary, which we are able to book on your behalf. If you do not join the tour or join the tour late as a result of problems relating to international flights, Rockjumper Wildlife will not be liable for any losses or extra expenses incurred and our standard refund clauses will apply.

Rockjumper Wildlife will do our utmost to assist you by making airport transfer, hotel and

other requested bookings for you before or after the official tour dates. Please advise us of your requirements well in advance of the tour date.

IMPORTANT: Please DO NOT book your international flights until you have consulted the Rockjumper Wildlife office for confirmation on the status of the tour. Some of our tours take place in remote locations where flight schedules are erratic and unreliable and in these cases it is advisable to book your international flights to arrive one day before the tour starts and leave one day after your tour ends. Please speak to one of our travel consultants for further information.

4) Cancellations and Refunds:

If the reservation is canceled, cancellation fees will be due and payable, according to the following:

- if notice of cancellation is received by Rockjumper Wildlife more than 6 months before departure **US\$600** will be non-refundable.
- if notice of cancellation is received between 6 and 3 months of departure, the full deposit is non-refundable.
- if notice of cancellation is received within 3 months of departure, your full tour fee is due and payable, even if you have not yet paid in full. Any non-issued domestic flight deposits will be refunded as well as any refunds we are able to obtain from cancelling your internal flights that we have already ticketed.

Rockjumper Wildlife will refund internal airline tickets, accommodation and catering costs, as far as returned to us by the providers of these services (“separable costs”). Ground transportation, leader’s expenses and other fixed-cost expenses (“inseparable costs”) cannot be refunded. It is recommended that participants take out comprehensive travel insurance upon booking, to cover any financial losses due to cancellation.

We strongly recommend that you purchase trip cancellation (travel) insurance to protect yourself against losses due to accidents, delays or illness. Check with your insurance agent regarding coverage you may presently have via other insurance policies, which may cover illness during your trip.

If you cannot make the tour, we will accept a substitution as long as any direct additional costs (e.g. reissuing of internal flight tickets) are covered by you. No cancellation charges will then become applicable.

If you wish to transfer your booking to another Rockjumper Wildlife tour, this will be considered a cancellation and rebooking, and normal cancellation clauses will be applicable unless a replacement is found for your original booking by you or RWT.

No refunds will be considered for any unutilized services on the tour (this includes accommodations, meals, flights and tour excursions).

Tours might also be cancelled or modified by Rockjumper Wildlife due to significant circumstances beyond our control (e.g. major natural or man-made disasters, political upheaval, war or threat of war, incapacitation of the tour leader or cancellation or rescheduling of vital flights or cruises). We undertake not to cancel a tour less than 2 months before the date of departure, except under these circumstances. If cancellation of the entire tour happens as a result of such a significant event beyond the control of RWT, we undertake to refund payments to the full extent that we are able to recover them from our suppliers.

Rockjumper Wildlife will not be liable for any airline cancellation charges incurred by you if we cancel a tour. We therefore recommend that you confirm with us that the tour is viable before purchasing your international flight tickets.

Cancellation of a tour's pre-tour or post-tour extension does not alter your rights or obligations with respect to the main portion of the tour.

5) Tour Alterations:

Tour itineraries and dates are determined many months in advance of departure and alterations to the itinerary and dates may become necessary. This risk is particularly high in Madagascar, Indonesia, some South American destinations and West & Central Africa due to frequent re-scheduling of internal flights and sometimes unreliability of hotels. Alterations due to circumstances beyond our control, made either before or after departure date, are not grounds for cancellation without incurring cancellation fees as outlined above. Rockjumper Wildlife undertakes to make every reasonable effort to ensure all tours adhere as closely as possible to published itineraries.

If any downgrading of hotels or other services is necessary, Rockjumper Wildlife will refund participants the difference in cost between the hotel or service as per the itinerary and the hotel or service that was used.

The tour leader or leaders may be substituted for other experienced leaders at the discretion of RWT, but we will make every attempt to ensure the leader as advertised, will be the tour leader.

The maximum group size as outlined in the itinerary will be adhered to, unless a couple or two people travelling together sign up for a final available place, in which case, the maximum group size may be increased by one participant. We endeavor under no circumstances to exceed our maximum participant to leader ratio of 8:1.

Rockjumper Wildlife reserves the right to alter any of the prices, services or other particulars contained in our brochures, itinerary or website at any time before full payment has been received from the participant.

6) Travel Conditions:

All travel arrangements such as flight bookings, hotel accommodation, catering and ground transport made by Rockjumper Wildlife are subject to booking and service conditions of the supplier of the services.

Most of our tours operate in developing countries, some of which have very limited tourism infrastructure. At times, travel conditions and standards will not meet up to international standards with regard to roads, vehicles, accommodations, meals and service levels. In many areas inadequacies and unpredictable events may occur and this is part and parcel of traveling in the developing world. Rockjumper Wildlife undertakes to make every reasonable effort to ensure the tour operates as smoothly and seamlessly as possible. Rockjumper Wildlife is not liable for any damage, losses and expenses suffered by any client as a result of any circumstance beyond our control, please refer to further liability clauses below.

The participant is responsible for obtaining necessary visas and health certificates required by the countries visited during the course of the tour, as well as ensuring their passports are in order. Rockjumper Wildlife will supply the relevant information in our predeparture information and will assist in any way possible in obtaining visas and we are happy to offer advice. Rockjumper Wildlife will not be liable for losses or extra costs incurred if you do not have the valid documentation. Although we strive to keep the information in our predeparture information up-to-date and accurate we will not be held responsible for any innocent errors or inaccuracies or if regulations change and we are not aware of such changes. Please note that Rockjumper Wildlife tour leaders carry a limited supply of First Aid equipment and are not permitted to dispense medication. Please bring any medication that you feel you may need for the trip.

Rockjumper Wildlife reserves the right to remove any participant from a tour during the course of the tour, if the participant is deemed by the tour leader to be unfit to continue with the tour, or if the participant causes serious disruption to the tour or the enjoyment thereof for the other participants. In such an unlikely event, Rockjumper Wildlife will not make any refund or be liable for any losses or additional costs incurred by the affected person. If the participant who is removed from the tour has also signed up for future Rockjumper Wildlife tours, his/her bookings will automatically be cancelled and the standard cancellation terms will be applicable.

7) Liability:

Rockjumper Wildlife will take all reasonable steps to ensure that our tours are properly arranged and professionally conducted. We will also take all reasonable steps to ensure that

the airlines, vehicle operators, travel agents, hotels, restaurants, guides and other agents and suppliers that are used during the tour are reputable. Most of our tours at some point will take participants into developing countries and remote wilderness areas. These locations and the pursuit of rare sightings and experiences may give rise to potentially hazardous and unpredictable circumstances. Rockjumper Wildlife undertakes to make every reasonable effort to ensure that you are aware of the inherent risk of travelling to these destinations, but accepts no liability.

Rockjumper Wildlife accepts no liability in respect of death, injury, loss or damage to person or property arising out of any act, omission or negligence of any of the suppliers, or the supplier's servants that are used during the tour. Rockjumper Wildlife shall, in no circumstances, be deemed to be the agent of the participant or of the supplier of any service.

Rockjumper Wildlife shall not be liable for any damage, losses and expenses suffered by any participant as a result of sickness, quarantine, weather conditions, war, strikes, riots or any other cause beyond Rockjumper Wildlife's control. Rockjumper Wildlife shall not be liable for any loss or expense arising from the loss of property, cancellation or curtailment of the tour, however caused, save only to the extent that such loss of baggage, cancellation or curtailment was caused by the RBT's negligence. If sickness or accident interrupts a tour, Rockjumper Wildlife shall not be liable for any loss or expense arising therefrom, save only to the extent that such sickness or accident was caused by Rockjumper Wildlife's willful act or gross negligence.

Rockjumper Wildlife strongly recommends that participants take out travel and medical insurance to protect against any losses or expenses incurred due to cancellation or curtailment of the tour or any damages, expenses or losses that might be incurred during the duration of the tour.

Any information contained in Rockjumper Wildlife's brochure/itineraries/website is, to the best of Rockjumper Wildlife's belief, true and correct and Rockjumper Wildlife accepts no liability for any innocent inaccuracies contained therein.

8) Representation, Term, Warranty and Conditions:

The entire contract between Rockjumper Wildlife and the participant is contained within these conditions. No representation, term, warranty or condition expressed or applied shall be considered to be, or have been made or agreed or applied by reference to any other writing, advertisement or conversation. These conditions may only be varied with the written consent of Rockjumper Wildlife signed by a director of Rockjumper Wildlife.

The contract is deemed to have been made at the Rockjumper Wildlife offices in Pietermaritzburg, South Africa, and is subject to South African law and the exclusive jurisdiction of the South African courts.

9) General:

Reference or mention of “RWT” means Rockjumper Wildlife Tours. The transport, meals, entrance fees, accommodation or other facilities or services, which are to be supplied in respect of any tour, are those specifically stated in the tour brochure or itinerary, in which the tour contracted for, by any person, is described and no other. Each tour requires the organisation of transport, meals, entrance fees, accommodation or other facilities or services. Rockjumper Wildlife makes arrangements with suppliers of such services and facilities and those suppliers contract with Rockjumper Wildlife as independent contractors. Save for Rockjumper Wildlife’s contractual rights against the suppliers to any tour, Rockjumper Wildlife has no direct day to day control over its suppliers and, accordingly, Rockjumper Wildlife accepts no responsibility for any injury, damage, loss, accident, delay, irregularity or inconvenience, which may be occasioned by any defect in any object (including a vehicle) utilized by any supplier for the supply of any contracted service or by an act of omission of any supplier or its servants. Rockjumper Wildlife undertakes to make every reasonable effort to ensure that the services supplied during the tour are of the highest standard, as per the itinerary.

10) Complaints:

Should you be dissatisfied with any aspect of your tour, please inform the tour leader immediately. If the leader is unable to resolve the problem to your satisfaction, please inform the Rockjumper Wildlife office during the course of the tour or in writing within one month of your return.

11) Tour Materials:

Pre-trip information for your tour will be sent to you at least 2 months before your departure. This contains all necessary information concerning passport, visa and health requirements, emergency contact details, as well as details of climate, what to bring, recommended reading etc.

Final tour information, meeting instructions, flight details, air-tickets, and any additional material will be sent to you approximately a month prior to your departure, if necessary.

Rockjumper Wildlife	Rockjumper Wildlife
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