

# HIRING A PROFESSIONAL GUIDE TERMS AND CONDITIONS

## 1. Hiring a Professional Guide Terms and Conditions

### 1. Terms and Conditions

**Lion Roar Safaris** herein after referred to as “**Lion Roar Safaris**” and the person or persons who have read the **Terms and Conditions** agree to honor the **booking/payment Terms and Conditions** between the client and **Lion Roar Safaris**.

### 2. Force majeure

**Lion Roar Safaris** and their guides will not be held liable for any unforeseen circumstances that may affect the clients Kruger National Park trip. This includes weather, natural disasters, road conditions, war, riots and any other situations that go beyond the control of **Lion Roar Safaris**. Any cost regarding the above-mentioned will not be the responsibility of **Lion Roar Safaris**. The daily service fee of the guide will still be applicable and charged in full to the client's expense.

### 3. General behavior of clients while traveling with your guide in the Kruger.

3.1. No client shall force any of **Lion Roar Safaris**' guides to act in an unsafe, unlawful, discriminative, racial or unethical way that may be detrimental to humans, nature or animals.

3.2. No client shall physically, verbally or sexually assault or abuse any of **Lion Roar Safaris**' guides.

3.3. By reading the **Terms and Conditions**, the client agrees that they are informed that Kruger National Park is two million hectares big (the size of the Country Israel). The client is now informed that Kruger is a National Park and that the client is not entering a zoo. The client acknowledges that seeing the Big Five is not a guarantee.

No client will put pressure on **Lion Roar Safaris**' guides in order to see any animal or the Big Five.

Entering the Kruger National Park merely creates an opportunity for the client to possibly see some sort of wildlife in their natural habitat.

### 4. Booking your Guide

4.1. An email should be sent to **Lion Roar Safaris** stating the dates that you want to book a professional guide to travel with you.

4.2. **Lion Roar Safaris** reserves the right to decline any guide booking. **Lion Roar Safaris** will not accept any booking where no email was received with all the requested information.

Once **Lion Roar Safaris** have received this email and accepted the booking, a notification will be sent to the client, requesting a 50% deposit in order to book the guide. The remaining balance of the guiding fee is to be paid 21 working days prior to the date of the trip.

Once **Lion Roar Safaris** have received the proof of payment, your guide will be booked.

**Lion Roar Safaris** will then send the client a confirmation email.

4.3. All guide rates are subject to change without prior notice at any time.

### 5. Weather conditions

5.1. **Lion Roar Safaris** and their guides will not be held accountable due to unforeseen and undesirable weather conditions that may affect the clients Kruger National Park trip.

5.2 In the event of the above-mentioned, the daily service fee of the guide will still apply in full and is non-refundable.

### 6. Complaints:

6.1. Should the client have any complaints during the course of the client's trip, **Lion Roar Safaris** urges the client to bring the matter to the attention of the guide, so the matter can be resolved.

6.2. If the matter presented to the guide cannot be resolved, **Lion Roar Safaris** urges the client to put the complaint in writing and email it to **Lion Roar Safaris** within 14 days of the trip.

6.3. **Lion Roar Safaris** will not entertain any complaints; verbal, written, electronically or via phone call with regards to the undesired weather conditions during the course of the trip.

(Please read clause 2 - **Force majeure**, within the Hiring a Professional Guide Terms and Conditions)

6.4. **Lion Roar Safaris** will not entertain any complaints; verbal, written, electronically or via phone call with regards to the client's dissatisfaction of:

6.4.1 Not seeing the Big Five or a specific species of animal/s

(Please read clause 3 - **General behavior of clients while traveling with your guide in the Kruger**, within the Hiring a Professional Guide Terms and Conditions)

## **7. Payment of the guide**

Full payment of the guiding fee is due 21 working days prior to the date of the trip. Should **Lion Roar Safaris** have not received full payment by this time or alternative payment arrangements have not been made by the client, **Lion Roar Safaris** may treat a booking as cancelled.

Cancellation fees will apply as per the cancellation policy. Any booking made within two weeks before the date of the trip must be paid in full.

## **8. Cancellation policy:**

8.1. All cancellations must be in writing and sent to **Lion Roar Safaris** via email.

8.2. **Lion Roar Safaris** will acknowledge the cancellation and the following cancellation fees will apply:

The client will forfeit 10% of their deposit when cancelling 90 days or more prior to the date of the trip

The client will forfeit 20% of their deposit when cancelling 60–90 days prior to the date of the trip

The client will forfeit 30% of their deposit when cancelling 30–60 days prior to the date of the trip

The client will forfeit 50% of their deposit when cancelling 14–30 days prior to the date of the trip

The client will forfeit 100% of their deposit when cancelling 7–14 days prior to the date of the trip

Cancellations 7 days or less before the date of the trip, the client will be liable for 100% of the total booking amount