

# Rush Adventures

## Booking Conditions

### **1) Language:**

All correspondence and tours are conducted in English unless booked otherwise.

### **(2) Tour departure addresses:**

Rush Adventures will pick you up from backpacker hostels, guest houses or the place mentioned on your booking information.

Please note: We do **not** pick clients up from private addresses, as it delays the tour departures.

Please note that the time given is an actual departure time, and Rush Adventures expects you to be at the departure point 15minutes prior to departure.

### **3) Sleeping bag hire:**

For camping tours you will require a sleeping bag for some tours, except when booking bedded accommodation. You can rent a sleeping bag from Rush Adventures at R100 per person (once off payment), if you do not have a sleeping bag of your own.

### **(4) Tour prices:**

Rush Adventures will not change a tour price after a client has confirmed the tour booking. However, advertised prices may change without prior notice.

### **(5) Payments:**

You will be required to pay the full price as specified to Rush Adventures (if booking directly with Rush Adventures), or a minimum of 20% deposit or full payment to an agent (if booking with an agent), to confirm any tour booking. Credit cards that we can accept are Master card and Visa card. Please note: There will be an additional 5% credit card handling fee added to all credit card payments.

#### **(5:1) Local payment**

The local payment (LP) set out in the brochure is to be paid to the tour guide/driver on day of departure (day 1 of this tour). The local payment covers certain costs that are charged in forex saving a fortune in currency changes at the clients cost. This also insures direct contribution to local communities in the areas we use. Traveller's cheques and credit cards are not accepted. Payments must be made in US Dollars (US Dollars in clean, un-torn **post 2006** edition notes) arrangements can be made to pay the local payment on booking however extra fees will apply due to banking and exchange rules.

#### **(5:2)Single Supplement**

All rooms and tents are sharing, if you would like to secure your own room or tent you can and this must be paid when booking your tour.

### **(6) Luggage:**

You must understand that luggage space is limited on tour, and therefore you are allowed one large backpack, a day pack, camera bag and sleeping bag. All luggage and personal effects are at the client's risk and Rush Adventures cannot accept responsibility for any loss or damage to these items. It is further the responsibility of the client to see that he or she has all his or her luggage when he or she gets off the vehicle at the end of the tour. It will further be the responsibility of the client to collect lost or forgotten luggage or personal effects from the Rush Adventures office. Rush Adventures will not drop luggage off for clients who forgot luggage in a camp or in the bus.

**(7) Cancellation of a tour (by Rush Adventures):**

The right to cancel any tour is reserved by Rush Adventures, in which event all payments made to Rush Adventures and / or our agents will be refunded in full.

**(8) Cancellation of a tour (by a client):**

The cancellation of a tour must be done in writing to Rush Adventures.

Refunds will be done as below, in the event that a client might cancel his / her / their booked tour with Rush Adventures.

0 to 14 days prior to tour departure: No refund will be given to the client / clients.

15 to 30 days prior to tour departure: 50% refund will be given to the client / clients, less 20 % deposit paid on booking.

31 + Days prior to tour departure: A full refund will be given to the client / clients, less 20 % deposit paid on booking.

**(9) Cancellation of activities (by a local operator or sub-operator):**

Rush Adventures do use local operators and sub-operators in Botswana and Zimbabwe when entering national parks, in order to comply with the tourism laws of these countries. Rush Adventures does not have any control over the managing and operations of these local operators. Therefore Rush Adventures will refund clients the price of any activity that is included in the Rush Adventures tour price that might be cancelled by a sub-operator who is operating the activity. Rush Adventures will not entertain refunds for loss of enjoyment where activities operated by sub-operators and not by Rush Adventures, have been cancelled by the sub-operator or when a client was unhappy with the product and service thereof. However Rush Adventures will do everything possible to find an alternative sub-operator to operate the cancelled activity.

**(10) Age Group**

Rush Adventures does not impose an upper age limit. However clients under 18 years of age need to be accompanied by a guardian and tour bookings will be accepted at management discretion.

**(11) Insurance:**

Each client who booked a tour with Rush Adventures must have personal comprehensive travel insurance covering cancellation, curtailment, medical, emergency trail and personal accident.

**(12) Malaria:**

All clients doing a tour to Kruger National Park, Botswana, Zimbabwe, Zambia and Mozambique, or any other malaria area with Rush Adventures, or a Rush Adventures sub-contractor must take a course of malaria prophylactics as prescribed by a doctor. An insect repellent is also recommended.

**(13) Visas:**

Visas are excluded from any and all tour prices. It is the responsibility of each client to make sure if he / she needs a visa for the countries visited while on tour, and if he / she must apply for the visa in advance, or if he / she can obtain the visa at the border post when entering the country or countries. Rush Adventures will not provide any further transport, assistance or alternative arrangements to any client who cannot enter a country because of not having the correct visas required. Botswana do not issue visas at border posts, which means that clients must apply for Botswana visas in advance, if needed. Many nationals can obtain visas for Zimbabwe at the border post when entering the country. It still remains the responsibility of the client to ensure. See [www.projectvisa.com](http://www.projectvisa.com)

(opens in new Tab) for detailed visa information.

**(14) Damage to Rush Adventures property:**

If any client damages Rush Adventures property such as camping equipment, vehicles, trailers etc. on purpose or through negligence, the client will be held responsible for the cost to repair or replace the damaged property. This excludes wear and tear which Rush Adventures accepts can happen.

**(15) Change of itineraries:**

Rush Adventures will only change a tour itinerary when it is in the best interest of the client or clients.

Tour itineraries are flexible due to changes in local conditions, which include strikes, war, weather, political instability, riots, lack of accommodation availability, lack of activity availability, vehicles that broke down while on tour and any other conditions where it will be in the best interest of the clients on tour. These changes may happen without notice, depending on the conditions.

Rush Adventures does from time to time make permanent itinerary changes to tour itineraries, to suit the needs of clients, to include an activity, or when experiencing problems with places of accommodation or sub-operators. Permanent changes will be emailed to all our agents, and the website will be changed to the updated itinerary. It remains the responsibility of the client to make sure of the itinerary that he or she will be doing. See Rush Adventures website for updated itineraries.

Livingstone Trails will not be responsible for charges such as visa fees, in the event that Rush Adventures changed itineraries within reason. Vehicles may change from time to time, in order to accommodate services and breakdowns. No refunds will be offered or given.

**(16) Complaints from clients:**

If the client has a complaint whilst being on tour they must bring it to the guide's attention so that the problem can be dealt with. If the matter isn't resolved whilst on tour, the clients must write to Rush Adventures after completion of the tour. Rush Adventures will not entertain complaints of loss of enjoyment where full arrangements have been provided, or all destinations advertised as per current itinerary, have been visited.

Email address:

Postal address: PO Box 2008, Edenvale Johannesburg, 1610, South Africa

**(17) Personal injury while on tour:**

Clients should use common sense while on tour to avoid personal injury. Rush Adventures will not be held responsible for injuries or the cost thereof, to any client or clients where Rush Adventures did not have control of the situation. The above includes clients walking into objects, falling over objects or slipping in wet conditions. Rush Adventures will further not be held responsible for injuries or the cost thereof, to any client or clients while on an activity with a sub-operator or while on tour with a sub-contractor of Rush Adventures. Each client that booked a tour with Rush Adventures must have personal comprehensive travel insurance covering medical, emergency trail and personal accident.

**(18) Accommodation on tour:**

Rush Adventures is a budget tour operator that offers twin share bedded en-suite rooms and camping tours, with the option of upgrading on the day. Bedded accommodation means clean and comfortable rooms at destinations where the tour will be for that evening. Rush Adventures offers 2 to 3 star lodged or hotel accommodation on the scheduled tours, due to the budget nature of our tours. For camping tour upgrades, Rush Adventures will pay the camping rate, and the client or clients will pay the balance direct, in the event that the clients want to upgrade on tour.

**(19) The nature of Rush Adventures tours and safaris:**

Rush Adventures offer budget 2 to 3 star lodged and camping tours of an adventure travel

nature. However, Rush Adventures offer a high standard of vehicles and equipment while including as much as possible. All clients on camping tours agree to participating in certain chores, such as doing the washing up, assisting with cooking if required by the guide and keeping the vehicles and trailers rubbish / trash free. Clients will pitch their own tents when arriving at a campsite, and pack tents away when leaving a campsite.

**(20) Photographs and video material**

Rush Adventures reserves the right to make use, without giving any notice, of any photograph or film produced by Rush Adventures, or any photograph or film emailed or given to Rush Adventures by any person, or added to our Face book pages by any person, without payment or permission.

**(21) The law:**

The client or clients agrees to comply with the laws and regulations of all the countries visited while on tour, and comply with all reasonable instructions of the trip leader, driver or guide relating to the safety and organization of the trip.

**(22) Exclusion of liability:**

Rush Adventures, or its employees, or its agents, shall not be held responsible for any accident, illness, injury, loss, or death, or delays, from any cause whatsoever sustained, or suffered by any person, or theft of, or damage to any property, which might occur during the tour. Any claims arising shall be subject to South African Law and the exclusive jurisdiction of the South African courts.