

VARD AFRICA

Booking Terms & Conditions

Complete clarity. Complete confidence. Complete protection.

A Note Before You Read:

We have written these Terms and Conditions to be genuinely useful. Not to create distance between us and the guests we care about deeply, but to give you the complete clarity and confidence you deserve before committing to a journey you have been dreaming about.

Every clause in this document exists for a reason. Some protect you. Some protect the relationships we have built with the extraordinary partners and properties whose work makes your journey possible. All of them reflect our commitment to operating with integrity, transparency and the highest possible standard of professional care.

Please read these terms carefully before confirming your booking. If anything is unclear, or if you would like to discuss any aspect of them personally, your Vard Africa advisor is always available. There is no question too small, and we would rather you ask than wonder.

01 WHO WE ARE & HOW THESE TERMS APPLY

These Terms and Conditions govern the relationship between you our guest or client and Vard Africa (Pty), a member of The Vard Group of Companies (referred to throughout this document as "Vard Africa", "we", "us" or "our").

By confirming a booking with Vard Africa whether by signature, email instruction, telephone or any other means you confirm that you have read, understood and agreed to be bound by these terms in full. Where a booking is made on behalf of a group or family, the lead guest accepts these terms on behalf of all travelling members.

These terms apply to all guests, clients, travel advisors and agents booking journeys through Vard Africa, and to all services arranged or coordinated on your behalf. They constitute the entire agreement between you and Vard Africa in respect of your journey, together with your confirmed itinerary and any supplementary documentation provided by your advisor.

★ *Vard Africa is a travel design and luxury concierge company. We curate, arrange and coordinate your journey on your behalf — working with a carefully selected network of independent lodges, airlines, ground operators and specialist service providers. Our role as arranger rather than direct operator is explained fully in Section 08.*

02 YOUR ITINERARY & WHAT IT COVERS

Your confirmed itinerary is the agreed record of your journey. It sets out clearly and specifically:

- Accommodation — property name, room type, specification and duration
- Meals and beverages — as confirmed and included for each property
- Transfers and transport — all ground, air and water transfers as specified
- Activities and experiences — as confirmed, included and pre-arranged

Changes to Your Itinerary

Africa is a living, dynamic environment. While every effort is made to operate all journeys exactly as planned, itineraries may occasionally require adjustment due to circumstances beyond our control including weather events, operational changes by third-party suppliers, wildlife or conservation requirements, or unforeseen developments in destination conditions.

In the event that a change becomes necessary, we will communicate with you as promptly as possible and work to find an alternative that maintains the spirit, quality and standard of your original journey. We do not make changes lightly, and we will always act in your best interests when they are unavoidable.

Baggage & Personal Effects

Baggage restrictions vary significantly across the aircraft types used in safari travel particularly on light aircraft transfers, where weight and size limits are strictly enforced for safety reasons. It is the guest's responsibility to check applicable restrictions with their airline or carrier. Vard Africa will provide specific guidance as part of your pre-departure briefing.

The safekeeping of baggage and personal effects remains the responsibility of the guest throughout the journey. Vard Africa assumes no liability for lost, delayed, stolen or damaged baggage at any point. Comprehensive insurance coverage for baggage and personal effects is strongly recommended and should form part of your mandatory travel insurance policy.

Special Requests

We welcome all special requests dietary requirements, room preferences, accessibility needs, celebratory arrangements, or any other personal preference that would enhance your experience. We will communicate every request to the relevant suppliers and do everything within our ability to fulfil them.

However, special requests, however earnestly communicated, cannot be guaranteed by Vard Africa and do not form part of the contractual agreement unless they have been explicitly confirmed as inclusions in your written itinerary. We will always be transparent with you about what can and cannot be guaranteed.

03 HEALTH, FITNESS & MEDICAL DISCLOSURE

Your health and safety are our deepest responsibility. Safari travel particularly in remote wilderness environments can involve physical demands, altitude, proximity to wildlife, limited access to medical facilities, and other conditions that differ significantly from everyday life. It is essential that we understand your health circumstances before your journey begins.

Your Responsibility to Disclose

All guests are required to disclose to Vard Africa, before booking confirmation, any medical condition, physical limitation, dietary requirement, allergy or disability that may affect their ability to participate in planned activities or that may require special arrangements during the journey.

This includes but is not limited to heart or cardiovascular conditions, respiratory conditions, mobility limitations, severe allergies, pregnancy, mental health conditions that may be affected by travel, and any condition requiring the regular use of prescription medication.

Non-disclosure of a relevant medical condition releases Vard Africa and its supplier partners from any liability arising from an incident connected to that undisclosed condition. It also risks compromising the quality and safety of your experience in ways that proper disclosure would allow us to address.

Activity-Specific Fitness Requirements

Certain activities within our portfolio carry specific fitness requirements including gorilla and chimpanzee trekking, walking safaris in remote wilderness, light aircraft transfers, and high-altitude destinations. Your advisor will provide specific guidance for each activity included in your itinerary, and will work with you to

ensure that the experiences designed for you are appropriate to your fitness level and health circumstances.

Where a guest arrives at a departure point and is deemed by a guide, operator or medical professional to be unfit to participate in a specific activity for health or safety reasons, no refund will be issued for that unused activity. The decision of the operator or guide in such circumstances is final.

Vaccinations & Health Preparation

Recommended vaccinations and health preparations vary by destination. Your advisor will provide destination-specific health guidance as part of your pre-departure briefing. However, the responsibility for obtaining appropriate medical advice, vaccinations and prophylactic medication rests with the guest. Vard Africa strongly recommends consulting a qualified travel medicine specialist or GP well in advance of travel.

✦ *We ask for health disclosures not to create obstacles but to protect you completely. The more we know, the better we can design a journey that is right for your body and your circumstances and the more confidence you can have that every detail of your experience has been considered with your specific needs in mind.*

04 TRAVEL DOCUMENTS, VISAS & ENTRY REQUIREMENTS

Each guest is solely responsible for ensuring that they hold all travel documents required for their journey including valid passports, visas, entry permits, health certificates and any other documentation required by the countries of transit and destination.

Passport Validity

Most African countries require that your passport is valid for at least six months beyond your intended return date. Some destinations require additional blank pages for entry and exit stamps. It is the guest's responsibility to verify these requirements in advance and to ensure that all passports held by travelling members of the party comply.

Visas & Entry Permits

Visa requirements vary by nationality and destination and are subject to change. Your Vard Africa advisor will provide guidance on the visa requirements applicable to your specific itinerary and passport nationality but the responsibility for obtaining correct and valid visas rests entirely with the guest.

Vard Africa accepts no liability for any costs, losses or disruption arising from a guest's failure to obtain the correct travel documentation, including denied boarding, refused entry, detention or deportation. Any costs incurred as a result of documentation failures including rebooking fees, accommodation or repatriation costs are the sole responsibility of the guest.

Travelling with Minors

Many African countries have specific entry requirements for travelling with children including unabridged birth certificates, parental consent affidavits, and additional documentation for children travelling without both parents. These requirements are enforced strictly and failure to comply can result in denied entry.

Where a booking includes guests under the age of 18, parents or guardians are responsible for verifying and complying with all relevant entry requirements for minors. Vard Africa will provide relevant guidance but accepts no liability for costs or disruption arising from non-compliance with these requirements.

✦ *We strongly recommend checking the entry requirements for your specific destination and nationality with your relevant embassy or consulate and doing so well in advance of travel. Your advisor will assist with guidance, but official confirmation should always come from the relevant authority.*

05 TRAVELLING WITH CHILDREN & MINORS

We welcome families and consider journeys with children among the most rewarding and memorable we have the privilege of designing. At the same time, travel with minors requires additional consideration both in terms of documentation and in terms of activity participation.

Age Restrictions on Activities

Certain activities within our portfolio carry minimum age restrictions imposed either by the relevant operator, by law, or for safety reasons. These include gorilla and chimpanzee trekking (minimum age 15 in most jurisdictions), certain walking safaris, white water rafting, light aircraft transfers and activities involving close proximity to dangerous wildlife.

Your advisor will confirm all applicable age restrictions as part of your journey design and will work to ensure that all activities included in your itinerary are suitable and appropriate for every member of your travelling party. Where age restrictions prevent a minor from participating in a specific activity, no refund will be issued for that exclusion.

Parental Responsibility

The parent or guardian travelling with a minor accepts full responsibility for that child's behaviour, safety and welfare throughout the journey. Vard Africa and its supplier partners will take all reasonable steps to ensure the safety of all guests including children but the primary responsibility for a minor's welfare at all times rests with their accompanying adult.

Consent for Unaccompanied Minors

Vard Africa does not arrange travel for unaccompanied minors. All guests under the age of 18 must be accompanied by a parent, legal guardian or another adult who has been given documented parental consent to travel with and be responsible for the minor.

06 THE BOOKING PROCESS

Making Your Booking

All bookings, amendments, reductions and cancellations must be communicated to Vard Africa in writing by email to your designated advisor. This ensures that every instruction is recorded clearly and managed with the precision it deserves. The responsibility for communicating any changes rests with the guest, and written communication serves as the agreed point of reference for both parties.

Provisional Bookings

Where a provisional hold is placed on accommodation or services, the duration of that hold is determined by the relevant third-party supplier and is not within Vard Africa's control. We will always communicate provisional deadlines clearly and, where possible, work to extend them on your behalf though any extension remains at the sole discretion of the supplier. Provisional bookings not confirmed within the specified period may be released without further notice.

What You Will Need at Confirmation

To confirm your booking, the following must be in place:

- The required deposit payment — see Section 07
- Confirmed comprehensive travel insurance — see Section 09
- Passport details as they appear on the travel document to be used for travel
- Full disclosure of any relevant medical conditions — see Section 03

Accuracy of Information

The guest is responsible for the accuracy of all information provided to Vard Africa in connection with a booking including personal details, passport information, health disclosures, dietary requirements and any other information relevant to the journey. Vard Africa accepts no liability for costs, errors or disruption arising from inaccurate or incomplete information provided by the guest.

Where incorrect information requires a booking to be amended or cancelled, any costs arising from that amendment or cancellation including supplier fees will be borne by the guest.

What Is Included in Your Invoice

Your final invoice will include all confirmed services, an itinerary planning and management fee, applicable handling and operational fees, and VAT where applicable. It will not include the cost of visas, passports, excess baggage, travel insurance, personal medical expenses or items of a personal nature, unless these have been expressly confirmed as inclusions in your written itinerary.

07 PAYMENTS, DEPOSITS, PRICING & CURRENCY

Deposit

A deposit of 30% of the total confirmed booking value is required at the time of booking confirmation. This deposit secures your arrangements with our supplier partners and initiates the full journey planning process. No booking is considered confirmed until the deposit has been received.

Final Payment

The remaining balance is due no later than 120 days prior to your departure date. Your advisor will issue a reminder in advance of this deadline. For bookings made within 120 days of departure, the full amount is payable at the time of confirmation.

Failure to settle the balance by the due date may result in the release of reserved services and the application of cancellation fees as set out in Section 08.

Pricing Errors

Vard Africa takes every reasonable step to ensure that all quoted prices are accurate at the time of issue. In the event of a genuine pricing error whether arising from a system fault, human error or supplier miscommunication Vard Africa reserves the right to correct the error and reissue the correct price. In such circumstances, guests will be informed promptly and given the option to proceed at the corrected price or to cancel without penalty.

Vard Africa is not obligated to honour a price that has been demonstrably and materially misquoted in error.

Surcharges

Journey prices are based on costs known at the time of quotation. In certain circumstances, costs outside Vard Africa's control may increase after a booking is confirmed including fuel levies, park and conservation fees, government taxes, currency fluctuations, or supplier-imposed surcharges.

Where such increases are significant and unavoidable, Vard Africa reserves the right to pass on the additional cost to the guest, with a minimum of 30 days' notice before departure. Guests who do not wish to accept a surcharge exceeding 10% of the total booking value will be entitled to cancel without penalty, subject to the full return of all monies paid.

Currency & Exchange Rates

For simplicity and consistency, Vard Africa translates all charges into United States Dollars (USD) at the time of booking. The underlying liability, however, remains in the source local currency. In the event of any amendment to a confirmed booking, costs will be recalculated at the exchange rate applicable on the date of amendment as reflected on wise.com, which may result in a variation from the original quoted amount.

Where a refund is due, it will be calculated and paid in the source currency. If payment in USD is requested, it will be made at the prevailing rate on the date of payment, which may differ from the original booking rate.

✦ *We recommend confirming your journey as early as possible particularly for peak season travel and sought-after properties. Availability at the highest level is genuinely limited, and early confirmation protects both your preferred dates and your pricing.*

08 AMENDMENTS, CANCELLATIONS & REFUNDS

Amendments by the Guest

An amendment refers to any change to confirmed travel dates, the number of guests, accommodation, room types or services. All amendments must be requested in writing and are subject to supplier availability. Amendments made close to the departure date may attract fees in line with the cancellation schedule below.

Cancellations by the Guest

In the event that you need to cancel a confirmed booking, the following cancellation fees apply calculated as a percentage of the total confirmed booking value. All cancellation notifications must be received in writing.

NOTICE PERIOD BEFORE ARRIVAL	CANCELLATION FEE
More than 120 days	20% of total booking value
119 to 60 days	50% of total booking value
59 days or fewer	100% of total booking value
Cancellation during travel	100% of total booking value

✦ *Cancellation fees represent real costs commitments made to suppliers on your behalf that cannot always be recovered. This is precisely why comprehensive travel insurance, including trip cancellation coverage, is a mandatory booking condition. A well-chosen policy protects the full value of your journey in the event of unforeseen circumstances beyond your control.*

Unused Services:

No refund or credit will be issued for any service included in your confirmed itinerary that is not used during the journey whether due to personal choice, early departure, late arrival, illness, or any other circumstance not attributable to Vard Africa or its supplier partners.

Cancellations & Postponements by Vard Africa:

In exceptional circumstances including acts of God, force majeure events, pandemic or epidemic conditions, government orders or travel bans, civil unrest, terrorism or its credible threat, natural disasters, supplier insolvency, or other events genuinely beyond our control Vard Africa reserves the right to cancel or postpone a confirmed journey.

In such circumstances, Vard Africa's obligation is to issue credits to the full value of monies paid, to the extent that our suppliers are crediting us for those amounts. Cash refunds beyond what is recovered from suppliers cannot be guaranteed, and Vard Africa is not responsible for the cost of any travel insurance purchased by the guest.

Vard Africa is not required to cancel any journey based solely on travel advisories, health warnings or alerts issued by government authorities, health organizations or similar bodies regardless of their origin or severity. However, we will always communicate relevant concerns to our guests with transparency and work with them to find the best available path forward.

Vard Africa is not responsible for any fees, penalties or costs imposed by airlines or other carriers arising from itinerary changes or programme cancellations, even where Vard Africa has made those flight arrangements.

09 TRAVEL INSURANCE — MANDATORY FOR ALL BOOKINGS

Comprehensive travel insurance is a non-negotiable condition of every Vard Africa booking. It must be arranged from the date of booking confirmation and must remain valid for the full duration of the journey, including all transit periods.

Your policy must provide meaningful coverage across the following categories as a minimum:

- Emergency medical treatment, hospitalization and evacuation.
- Emergency repatriation to your home country.
- Trip cancellation and curtailment.
- Trip delay and travel disruption.
- Missed departure.
- Baggage, personal effects and valuables.
- Personal liability and legal expenses.
- Pre-existing medical conditions — where applicable and relevant.
- Adventure and safari activities — including all activities featured in your itinerary.
- Covid-19 and communicable disease — medical costs, cancellation and quarantine.
- Natural disaster and political evacuation.

Proof of insurance including insurer name, policy number and 24-hour emergency contact number is required prior to final booking confirmation. In the event that adequate insurance cannot be confirmed, Vard Africa reserves the right to withhold confirmation of the booking.

✦ *Please pay particular attention to adventure activity coverage. Many standard policies exclude safari-specific activities including gorilla trekking, walking safaris, light aircraft transfers and similar experiences. Always verify your specific planned activities are explicitly covered before confirming your policy.*

10 OUR ROLE & OUR RELATIONSHIP WITH THIRD-PARTY SUPPLIERS

Vard Africa is a travel design and concierge company. We are not the owner or operator of any of the individual services that comprise your journey including lodges, camps, airlines, ground transport operators, activity providers, guides, or any other supplier.

We select our supplier partners with exceptional care visiting properties in person, vetting guides rigorously, and building ongoing relationships grounded in a shared commitment to excellence and guest welfare. However, as an arranger of services rather than a direct provider, Vard Africa cannot be held liable for the acts, omissions, negligence, willful misconduct, insolvency or failures of any third-party supplier whether or not that supplier operates in association with the Vard Africa name.

This limitation applies to, without restriction, any loss, injury, death, delay, inconvenience, property damage or financial loss arising from the actions or inactions of any airline, lodge, transport provider, safari operator, guide, activity provider, or any other third party involved in your journey.

Force Majeure

Vard Africa accepts no liability for any failure to perform, or delay in performing, any obligation under these terms where such failure or delay arises from circumstances beyond our reasonable control. This includes without limitation acts of God, natural disasters, fire, flood, earthquake, pandemic or epidemic conditions, government actions or orders, war, terrorism or its credible threat, civil unrest, strikes or industrial action, and any other event of a similar nature.

In a force majeure situation, Vard Africa will communicate with guests as promptly as possible, work to find the best available alternative arrangements, and apply any supplier credits received to the guest's account. Our obligations in such circumstances are limited to what our supplier partners are able to provide to us.

Limitation of Liability

To the fullest extent permitted by applicable law, Vard Africa's total liability to any guest in connection with any booking whether in contract, tort, negligence or otherwise shall not exceed the total value of the booking in question as paid by the guest to Vard Africa.

Vard Africa shall not be liable for any indirect, consequential, special or punitive losses or damages of any kind, including but not limited to loss of enjoyment, loss of opportunity, or any financial loss beyond the direct booking value.

Our Right to Make Decisions in the Interest of Safety

Vard Africa reserves the right to make reasonable adjustments to an itinerary where circumstances require including changes to accommodation, routing or the sequence of activities always with the aim of preserving the quality and spirit of the original journey.

Where a guest's conduct or condition creates a health or safety risk to themselves, to other guests, or to staff or is otherwise incompatible with the safe and enjoyable conduct of the journey Vard Africa and its supplier partners reserve the right to remove that guest from the programme. In such circumstances, Vard Africa's obligation is limited to a pro-rata refund for unused services. No further compensation will be payable.

✦ *We know this section is the most legally dense in the document. The plain-language version is this: we work with the finest people and properties in Africa, chosen because they share our values and our standard. In the rare event that something goes wrong with a third-party service, we will be your advocate, your voice and your support every step of the way. We cannot accept legal liability for the independent actions of others, but we will never leave you to navigate a difficulty alone.*

11 DATA PROTECTION & PRIVACY

Vard Africa is committed to protecting the personal data of all our guests with the same care and discretion we bring to every other element of the guest experience. We collect, hold and process personal data in accordance with applicable data protection legislation including the Protection of Personal Information Act (POPIA) and, where relevant, the General Data Protection Regulation (GDPR).

What We Collect & Why

We collect personal information including names, passport details, nationality, contact information, dietary requirements, health disclosures and travel preferences solely for the purposes of arranging, managing and improving your journey. This information is shared only with the suppliers and partners directly involved in delivering your confirmed services, and only to the extent necessary.

We do not sell, rent or share your personal data with any third party for marketing or commercial purposes. We do not use your data for any purpose beyond what is required to serve your journey and our ongoing relationship with you.

Data Security

All personal data held by Vard Africa is stored securely and protected against unauthorized access, disclosure or loss. We retain guest data only for as long as is necessary for the purposes for which it was collected, or as required by applicable law.

Your Rights

You have the right to request access to the personal data we hold about you, to request its correction or deletion, and to withdraw consent for its use at any time subject to any legal obligations that require us to retain certain records. Please direct any data-related requests to your Vard Africa advisor or to our designated data officer.

♦ *Your personal information is treated with the same care as every other element of your journey. It exists in our systems to serve you not for any other purpose. If you have any questions about how we hold or use your data, please ask us directly.*

12 PHOTOGRAPHY & MEDIA

At Vard Africa, we occasionally capture photography and video content during our journeys to reflect the authentic essence of the experiences we curate and to share the beauty of Africa with the wider world.

We do so with the deepest respect for our guests' privacy and personal comfort. By participating in a Vard Africa experience, you grant us a non-exclusive, royalty-free license to use imagery captured during your journey for editorial, promotional or marketing purposes across our owned channels and publications.

We will never use imagery in a way that compromises your privacy, portrays you in a manner you would find objectionable, or discloses your identity without your consent. If you would prefer not to be included in any photography or filming at any point and for any reason, please inform your guide or advisor. Your preference will be respected immediately, completely and without question.

♦ *Your comfort and discretion are always our highest priority in this regard. We are not in the business of capturing guests without their knowledge. We are in the business of capturing Africa and the human story of people experiencing it at its most extraordinary.*

13 OUR COMPLAINTS PROCEDURE

We hold ourselves to the highest possible standard and we are confident enough in what we do to tell you exactly how to hold us accountable if we fall short of it.

During Your Journey

If anything during your journey does not meet the standard you were promised and have every right to expect, please raise it immediately with your guide, your camp manager, or your Vard Africa advisor. We have found, consistently, that the overwhelming majority of concerns can be resolved quickly, effectively and to the guest's complete satisfaction when they are raised in the moment rather than after the journey has ended.

We cannot address what we do not know about. Please give us the opportunity to make it right while you are still with us.

After Your Journey

If your concern was not resolved during your journey, or if you wish to raise a formal complaint after returning home, please submit your complaint in writing to your Vard Africa advisor within 28 days of your return date. Please include as much specific detail as possible including dates, locations, the nature of the concern and the outcome you are seeking.

We will acknowledge your complaint within 5 working days and provide a full written response within 28 days of receipt. Where an investigation requires additional time, we will communicate this to you and keep you informed of progress throughout.

We take every complaint seriously. Not because we are required to but because every piece of feedback is an opportunity to ensure that the standard we promise is the standard every guest receives. Always.

14 GENERAL PROVISIONS

Governing Law & Jurisdiction

These Terms and Conditions are governed by the laws of the jurisdiction in which Vard Africa (Pty) is registered. Any dispute arising from or in connection with a booking shall be subject to the exclusive jurisdiction of the courts of that jurisdiction, unless both parties agree in writing to an alternative dispute resolution process.

Severability

If any provision of these Terms and Conditions is found to be invalid, unlawful or unenforceable by a court of competent jurisdiction, that provision shall be severed from the remaining terms, which shall continue in full force and effect.

Waiver

No failure or delay by Vard Africa in exercising any right or remedy provided under these terms shall constitute a waiver of that right or remedy, nor shall any single or partial exercise of any right or remedy preclude any further exercise of the same or any other right or remedy.

Updates to These Terms

Vard Africa reserves the right to update these Terms and Conditions from time to time, in response to changes in law, industry practice or our operating model. The version in effect at the time of your booking confirmation is the version that governs your journey. Your advisor will always ensure you have access to the most current version.

Entire Agreement

These Terms and Conditions, together with your confirmed itinerary and any supplementary documentation provided by Vard Africa in connection with your booking, constitute the entire agreement between you and Vard Africa with respect to your journey. They supersede all prior discussions, representations or agreements between the parties on the same subject matter.

A Final Word

We have written every clause of this document with one consistent intention: to ensure that you travel with complete confidence, complete clarity, and the absolute assurance that everything possible has been thought of on your behalf.

These terms are not a barrier between us. They are the foundation of a relationship built on trust and trust, at Vard Africa, is something we earn every day through the standard of everything we do.

If anything in this document raises a question before your journey, during it, or after your return please reach out to your Vard Africa advisor. We are here, we are available, and no question is beneath our attention.

Thank you for trusting us with your journey.