



10 Day Luxury Zambian Expedition (Fly in Safari Tour™)

Victoria Falls (Zambia) - Livingstone - Lower Zambezi - South Luangwa National Park

10 Days / 9 Nights

Reference: 10DLZE



[Click here to view your Digital Itinerary](#)

Introduction

Your 10 Day Luxury Zambian Expedition is a guided fly in safari and combines a wide mix of experiences in one tour. With Zambia being a melting pot of natural wonders, exceptional game viewing and rich culture, this has been the focus when creating this magical itinerary.

Two of the destinations visited are UNESCO World Heritage Sites, the Victoria Falls and the Lower Zambezi National Park. The Victoria Falls is one of the Seven Natural Wonders of Nature and the Lower Zambezi is home to an incredible mix of habitats and big game species, forming a massive wildlife sanctuary with Mana Pools on the opposite side of the river, in Zimbabwe.

The safari tour starts at the Victoria Falls where highlights include boat cruises on the Zambezi, cultural activity, a guided tour of the Vic Falls and a tour of Livingstone to name some options (included).

From the Victoria Falls the journey continues to Zambia's top wildlife sanctuaries; the Lower-Zambezi and the South Luangwa National Parks. On safari all professionally guided land and river safaris are included (river safaris in Lower Zambezi) with the added bonus of experiencing night drives. Apart from the safari activities, we also get to visit local schools and conservation projects. Zambia offers an authentic and exclusive safari experience with very few crowds due to the remoteness of the parks.

The safari is inclusive of the services of a professional guide/tour leader, all most meals & beverages, snacks & drinks on safari activities, all activities (as per itinerary), all flights and ground transportation within Zambia, laundry services while on safari and all park and conservation fees.

The safari starts in Livingstone (Zambia) and ends in Mfuwe with the option to add a 6-day extension to Likoma Island, Lake Malawi.

*This tour also has the option to book private charters. This offers maximum flexibility as we set our own schedule.

Start	Accommodation	Destination	Room Type	Duration
Day 1	Waterberry Zambezi Lodge	Victoria Falls (Zambia)	Waterberry Lodge - Lodge Cottages	3 Nights
Day 4	Chongwe Camp	Lower Zambezi	Chongwe Safari Tents	3 Nights
Day 7	Kafunta River Lodge	South Luangwa National Park	Kafunta Standard Chalet	3 Nights

Price

Per person sharing: On Request

Kindly note: Prices are subject to change without prior notice due to supplier, government bed levy, sales tax, VAT, fuel and any other unforeseen increases. Final price can only be confirmed upon booking.

Included

- Airport meet & greet in Livingstone, Zambia
- Services of a professional guide / tour leader throughout
- Luxury en-suite safari lodge accommodation throughout
- All meals & beverages (alcoholic & non-alcoholic excluding premium brands) for the duration of the tour
- All snacks & drinks (alcoholic & non-alcoholic) on safari activities
- All professionally guided activities in Livingstone, Vic Falls; Range between Zambezi River cruises (game viewing and scenery), tour of Victoria Falls, tour of Livingstone and markets, school visit, picnic, birding
- Lower-Zambezi National Park; all day & night game drives, safari walks, boat cruises, tiger fishing, canoeing, visits to Mugurameno School
- South Luangwa National Park; all day & night game drives and walking safaris
- South Luangwa Cultural Tour (Project Luangwa, local culture and more)
- Laundry services on selected days
- All road transfers
- All regional and charter flights while on tour; Livingstone to Lower-Zambezi and Lower-Zambezi to Mfuwe
- All park & conservation fees

Excluded

- Items of a personal nature
- Visa fees
- Optional extras
- Personal travel & medical insurance
- Flights not specified
- Gratuities
- Meals not specified

Day 1

Waterberry Zambezi Lodge, Victoria Falls (Zambia)



One of the original natural wonders of the world, the Victoria Falls is a World Heritage Site and an extremely popular tourist attraction. Known locally as 'The Smoke that Thunders' this spectacle is accessible from both Zambia and Zimbabwe and it is an ideal place to combine game viewing and water sports. There is excellent fishing, a terrifying bungee jump and arguably the best commercial white-water rafting in the world.

Day Itinerary

Upon arrival at the Harry Mwanga International Airport in Livingstone, Zambia, you will be welcomed and transferred your accommodation outside the town of Livingstone. Have time to settle in. Meet up with your guide later in the afternoon for a sunset activity.

Depart on a sunset cruise on the Zambezi River. Your cruise includes all snacks & drinks. This relaxing cruise is the perfect welcome to Zambia. As you gently cruise on the Zambezi, Africa's 4th largest river, you will have opportunities to scout for hippos, crocodiles, plains game on the mainland, and if lucky, you might see a herd of elephant's swim across the river. This magical cruise also offers excellent photographic opportunities.

Return to the lodge after sunset and have time to freshen up before meeting up for pre-dinner drinks and dinner.

Overnight: Waterberry Zambezi Lodge [View iBrochure](#)

Waterberry's scenic position on the banks of the Zambezi, with excellent accommodation and outstanding service, makes it the perfect base for a visit to Victoria Falls while escaping the busy town. Guests can choose between three different accommodation options – bright, individual rooms in the 7-room lodge, a private safari house or a luxury tented woodland site.

Waterberry Lodge on the Zambezi riverbank has spacious sun and dining terraces, a lounge to enjoy the panoramic views, and magnificent gardens with individual cottages dotted around the lawns and along the river. An inviting swimming pool is surrounded by rockery gardens.

The River Farmhouse is a private riverside safari house sleeping up to 10, with magnificent views across the infinity pool to the Zambezi and the national park opposite. The Woodlands Forest Tents set in the shady woods of the conservation area are perfect for birdwatching and relaxing in the peaceful wild.

An international Zambian, German and British team run this independently owned lodge and Waterberry is a proud community partner. Guests are able to witness rural Zambian life first hand, and see how tourism is genuinely giving back with schools, a farming cooperative and adult skills centre.



Waterberry Lodge - Lodge Cottages

The Waterberry cottages are set around lawns, gardens and the Zambezi riverbank. Named after birds found around the lodge, these are lovely cool rooms open to the high thatch. All have private terraces and are en-suite with air conditioning, ceiling fan, mosquito nets, private terrace, inside and outside lounge seating, Wifi, toiletries, hairdryer, gowns, water, hand sanitiser. Private dining on the terrace is available on request. The versatile cottages are doubles, twins or triplets with one two-storey family house that is particularly good for families.



Included

Airport meet & greet, private guide, all meals & beverages (alcoholic & non-alcoholic) at the lodge, all snacks & drinks on activities, all professionally guided activities, transfers, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 2

Waterberry Zambezi Lodge, Victoria Falls (Zambia)

Day Itinerary

Today you will visit the Victoria Falls, one of the 'Seven Natural Wonders of the World'. The traditional name of the Victoria Falls is Mosi-oa-Tunya, meaning 'The Smoke that Thunders'. The Victoria Falls is the largest curtain of falls in the world at 1600 meters wide and 100 meters high. The falls stretch between Zambia and Zimbabwe.

After visiting the falls, you will enjoy a guided tour of Livingstone and the local markets. Livingstone was named after Scottish missionary, David Livingstone, and was the capital of Northern Rhodesia before the name was changed to Zambia. Return to the lodge in the late afternoon and have time to relax.

The order of activities is a suggestion and may vary. Your guide will discuss and plan your activity schedule with you.

Activities

Victoria Falls (Zambia)

Livingstone

Victoria Falls (Zambia)

One of the original natural wonders of the world, the Victoria Falls is a World Heritage Site and an extremely popular tourist attraction. Known locally as 'The Smoke that Thunders' this spectacle is accessible from both Zambia and Zimbabwe and it is an ideal place to combine game viewing and water sports. There is excellent fishing, a terrifying bungee jump and arguably the best commercial white-water rafting in the world.

**Livingstone**

Zambia's flourishing border town, Livingstone, or Maramba, is situated in the South Province of the country. The British colonial city is a tourism centre for the nearby Victoria Falls, Mosi-oa-Tunya National Park, and the Zambezi River. Continuously growing, this romantic destination is rich in culture and history, with a host of adrenaline-infused experiences to choose from including bungee jumping, abseiling, gorge swinging, white water rafting, kayaking, canoeing, and jet boating. For visitors seeking a more relaxed experience, there are countless other activities on offer too. Visit the fascinating Livingstone Museum, take a helicopter flight over the roaring fall, or experience a superb game drive in the UNESCO-listed Mosi-oa-Tunya National Park, home to African elephants, hippopotamus, and an impressive variety of bird species.

**Included**

All meals & beverages (alcoholic & non-alcoholic) at the lodge, private guide, all snacks & drinks on activities, all professionally guided activities, transfers, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 3

Waterberry Zambezi Lodge, Victoria Falls (Zambia)

Day Itinerary

Meet your guide after breakfast. Your guide will discuss your activity schedule with you and there is some flexibility. You can enjoy two activities today. Activities range between; morning or afternoon boat cruises on the Zambezi, picnic, visit to local village or school, guided birding, a tour of the falls or a tour of the town of Livingstone and local markets.

Included

All meals & beverages (alcoholic & non-alcoholic) at the lodge, private guide, all snacks & drinks on activities, all professionally guided activities, transfers, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 4

Chongwe Camp, Lower Zambezi



Located on the Zimbabwean border in the southern reaches of Zambia, the Lower Zambezi region is best known as the home to the Lower Zambezi National Park which features exceptional, undeveloped wildlife areas. It is renowned for its abundant game - hippos, buffalo, crocodiles, fish eagles, and herds of elephants can be spotted, among other species. The landscape is characterised by rugged, unspoilt wilderness of vast floodplains, scattered with indigenous woodlands. Visitors can look forward to an array of wonderful activities along the Zambezi including game drives, walking safaris, canoe trips, and excellent tiger fishing.

Day Itinerary

After breakfast we get transferred to the Livingstone Airport. Board a scheduled flight to Lusaka Airport. At the Lusaka Airport we hop onto a light aircraft for a short light aircraft flight to the remote Lower-Zambezi National Park. This is a pure wilderness area where only the Zambezi River separates Zambia's Lower Zambezi National Park and the Mana Pools National Park in Zimbabwe. Upon arrival at the airstrip we will be welcomed by a local guide

from our camp. On the transfer from the airstrip to the camp we might spot some wildlife welcoming us to the park. We spend the next 3 nights in the Lower-Zambezi National Park. All activities are included and range between; Game drives (morning and afternoon), walking safaris, cultural visits, boat cruises (seasonal), fishing and canoeing (seasonal).

Depending on arrival time at camp, we might be able to do a sunset/evening game drive. Return to camp after sunset for dinner and relaxation.

When private aircraft option is booked there is no stopover in Lusaka. On our private charter we fly the guests at our own planned schedule in order to maximize the time for safari activities.

Overnight: Chongwe Camp [View iBrochure](#)

Enjoy the best views in the Lower Zambezi, looking across the meeting point of two mighty rivers. Chongwe Camp is our newly refurbished camp, with each safari tent set along the confluence of the Chongwe River which winds through the forested valley meeting with the mighty Zambezi River, creating a haven for wildlife and exceptional sightings.

Its eight classic tents are designed to make the most of what Mother Nature provided. Each has a panoramic view along the Chongwe River, a spacious open-air bathroom, a porch with comfortable lounge chairs and features local textiles and handcrafted furniture.

Every day our team serves up satisfying meals, your favourite drinks and big smiles in the relaxed main lounge. The wildlife hide is great for photography and for spotting rare nocturnal creatures.

The small number of camps in Lower Zambezi National Park keep it free from overcrowding. The area is best known for its impressive variety of safari activities – enjoy drives to walking safaris or take to the rivers on a boat cruise or canoeing safari or try your hand at tiger fishing.



Chongwe Safari Tents

Chongwe Camp's eight Safari Tents are charming, with local textiles and furniture which has been hand crafted, and everything has been beautifully thought out and blends in perfectly with the scenery. Each tent offers panoramic views along the river, so guests can sit on the private deck and watch as the wildlife visits the banks.

THE SAFARI TENTS

- + 8 Classic safari tents with en suite bathrooms
- + Open air showers
- + Outdoor seating area with river views

- + Double or twin configuration
- + Overhead fans
- + Generator power with British three-pin plugs in tents
- + Limited Wifi and no phone signal
- + Main lodge - dining areas, lounge, bar, campfire, and pool



Included

All meals & beverages (alcoholic & non-alcoholic) at the lodge, meal on the flight, private guide, all snacks & drinks on activities, all professionally guided activities, transfers, scheduled flight from Livingstone to Lusaka, light aircraft flight from Lusaka to Lower-Zambezi National Park, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 5

Chongwe Camp, Lower Zambezi

Day Itinerary

An early wake up call to make the most of the early morning for prime game viewing. Enjoy a light breakfast before departing on the morning safari. The Lower-Zambezi has been declared a World Heritage Site mainly due to its exceptional concentration of wildlife species.

Some of the resident wildlife species include large herds of elephant, buffalo, leopard, lion, giraffe, the endangered painted wolf, hippos, Nile crocodile and a variety of antelope species. The park is also home to a remarkable amount of birdlife. After an exciting morning game drive, we return to camp for lunch and some relaxation.

Later in the afternoon enjoy high tea before departing on the afternoon safari. Afternoon game drive can carry on until after dark to search for the nocturnal animals. Return to the lodge after sunset and have time to freshen up. We meet for some drinks before dinner is served.

Order of activities may vary. All activities are included and range between; Game drives (morning and afternoon), walking safaris, cultural visits, boat cruises (seasonal), fishing and canoeing (seasonal).

Included

All meals & beverages (alcoholic & non-alcoholic) at the lodge, private guide, all snacks & drinks on activities, all professionally guided activities, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 6**Chongwe Camp, Lower Zambezi****Day Itinerary**

Meet your guide after breakfast for your morning activity. This morning we might go on a river safari, do some tiger fishing or visit a local school. Return to the lodge for lunch. In the afternoon we meet up again for an afternoon activity. If water levels permit, we will enjoy a canoeing safari on the Chongwe River. On the canoeing safari it is possible to encounter wildlife such as elephants, hippo and crocodile. This is an excellent way to explore the river system and you will have some unique photo opportunities. Return to the camp in the late afternoon. Order of activities may vary. All activities are included and range between; Game drives (morning and afternoon), walking safaris, cultural visits, boat cruises (seasonal), fishing and canoeing (seasonal).

Included

All meals & beverages (alcoholic & non-alcoholic) at the lodge, private guide, all snacks & drinks on activities, all professionally guided activities, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 7**Kafunta River Lodge, South Luangwa National Park**

SOUTH LUANGWA NATIONAL PARK

Bordering the Luangwa River, the northern and southern Luangwa National Parks contain some of the most breath-taking and untouched wilderness in Africa. Because of this and the parks' successful anti-poaching campaigns, the area has developed into a world-renowned

wildlife haven. The South Luangwa National Park is renowned for its walking safari, which allows visitors to view elephant, hippo and even lion close-up under the supervision of professional and knowledgeable armed guides.

Day Itinerary

After breakfast we get transferred to the Royal Airstrip from where we board a light aircraft flight back to Lusaka. The flight also gives a great aerial perspective of this remote part of Zambia.

Upon arrival in Lusaka we board a scheduled flight to the Mfuwe Airport. Upon arrival in Mfuwe we will be welcomed and transferred by road to the South Luangwa National Park where we will spend the next 3 nights. Upon arrival at camp have time to settle in and enjoy a leisurely lunch followed by some time to relax. We meet in the afternoon for high tea before the afternoon game drive.

The South Luangwa National Park is home to all the big game species, but it is in particular known for its high concentration of leopard. We stop at a scenic location for sundowner drinks and snacks and return to camp after sunset.

When the private charter option is booked we set our own schedule and fly direct to South Luangwa and not via Lusaka. This means more flexibility and one more activity can be done before departure.

Overnight: Kafunta River Lodge [View iBrochure](#)

Kafunta River Lodge is owned and operated by Anke & Ron Cowan who have made the Luangwa Valley their home for over 27 years. The 10-room lodge is located on the floodplains of the Luangwa River, south of the park's main gate. During the peak season, the lodge accesses the national park via its own pontoon, as a convenient alternative.

Central to the lodge is a spacious bar and dining area. Built around a semi-evergreen wild mango tree and thatched in the traditional style, it offers superb panoramic views over the Luangwa floodplain and the South Luangwa National Park. Great game viewing and bird watching start right at the lodge! Adjacent to the bar is a refreshing infinity pool and the only natural hot spring tub in the Luangwa Valley. This unique hot tub is fed from a source on Kafunta's grounds, offering a constant temperature of 38 degrees.

Activities on offer include game drives, bush walks, village & cultural tours, as well as a wellness spa. Since the end of 2023, the lodge includes a private tented villa, The Sunset House, with 3 en-suite bedrooms. Perfect for multi-generation families or small groups of friends seeking privacy and flexibility.



Kafunta Standard Chalet

The lodge features 8 standard chalets, constructed from thatch and wood to blend seamlessly with the natural surroundings. Each chalet includes a twin-bedded bedroom, en-suite bathroom, minibar fridge, and ceiling fan. A private verandah overlooks the floodplains, offering sweeping views of the landscape and frequent sightings of passing wildlife.



Included

All meals & beverages (alcoholic & non-alcoholic) at the lodge, private guide, all snacks & drinks on activities, all professionally guided activities, transfers, scheduled flight from Lower-Zambezi to Mfuwe, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 8

Kafunta River Lodge, South Luangwa National Park

Day Itinerary

Start the day with a breakfast at the lodge. This morning you will do either a game drive or a walking safari. South Luangwa is the birthplace of the walking safari and this sure is an exhilarating adventure to explore the bush on foot with an armed ranger. The walking safari is more focused on the smaller details in the bush. Return to the lodge for lunch and some time to relax.

In the late afternoon enjoy high tea before departing on the sunset/night game drive. No game drives are ever the same, so the best attitude is to have no expectations of what you will find as mother nature decides what to show us. Enjoy sundowner drinks and snacks at a scenic location. As the sun sets, we continue the game drive until after dark to search for the nocturnal animals. Return to the lodge and have time to freshen up before dinner is served.

Included

All meals & beverages (alcoholic & non-alcoholic) at the lodge, private guide, all snacks & drinks on activities, all professionally guided activities, transfers, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 9

Kafunta River Lodge, South Luangwa National Park

Day Itinerary

After breakfast we head out on a cultural tour. Start your tour with a visit to Project Luangwa. Learn about sustainable projects that benefit education, healthcare and economic development and how they bring positive changes to the people. We can potentially also visit a community school, artisan workshop and a village.

Return to the lodge for lunch and some time to relax. In the late afternoon we meet for high tea followed by the afternoon/evening game drive. Return to the lodge for dinner and relaxation.

You can also make use of a hot spring fed from a natural geothermal source on the lodge grounds. With an average temperature of 37 degrees, the water is very therapeutic, added to which are the magnificent views over the flood plain and the Luangwa River. During cooler nights from May to July, this truly is the perfect ending to an eventful day's safari.

Included

All meals & beverages (alcoholic & non-alcoholic) at the lodge, private guide, all snacks & drinks on activities, all professionally guided activities, transfers, laundry, all park & conservation fees

Excluded

Optional extras, premium brand spirits

Day 10

End of Itinerary

Day Itinerary

After breakfast you will be transferred to the Mfuwe Airport for your flight back to Lusaka where an unforgettable safari ends. Those who opt for the Likoma Island (Lake Malawi) 6-day extension/add on will board a flight from Mfuwe to Lilongwe, Malawi. If the private charter option is booked, it means more flexibility as we set our own schedule. This means the morning can be used for one final activity.

Included

Breakfast, private guide, morning activity if time allows, transfers

Excluded

Optional extras, flights not specified

Travel Information



This unique, peanut-shaped country, once known as Northern Rhodesia, offers visitors an authentic African experience complete with adrenalin pumping adventure sports, a variety of fascinating cultural activities, and an abundance of indigenous wildlife, which finds refuge in Zambia's vast national parks. Spend your evenings enjoying the spectacular site of the world's largest waterfall, the Victoria Falls, while sipping on sundowners after an exhilarating day of white-water rafting down the rapids of the mighty Zambezi River.

Banking and Currency

Currency

Local currency: Zambian Kwacha

Symbol: ZK

ISO code: ZMW

Subunit: Ngwee

Banknotes: 2, 5, 10, 20, 50, 100, 500 kwacha

Coins: 1, 5, 10, 50 ngwee, 1 kwacha

Banking

Card Transactions: Limited

ATMs: Yes

MasterCard: Yes

Visa: Yes

American Express: Limited acceptance

Diner's club: Limited acceptance

Banking Hours:

Weekdays: 8:30 AM - 3:30 PM

Weekends: Limited hours in some locations

Public Holidays: Yes (limited hours)

Foreign exchange services: Yes

Travel, Transport and Getting Around

Air:

Main airlines: Zambia Airways

International Airports: Kenneth Kaunda International Airport (LUN)

Domestic Airports: Yes

Road:

Driving on the: Left

Tar roads: Yes

Gravel roads: Yes

Valid International Driver's License needed: Yes

Car hire available: Yes

Taxis: Yes

E-hailing services: No

Bus:

Inter-city bus services: Yes

Local city bus networks: Yes

Rail:

Railway system: Limited

Subway System: No

Water:

Ferries: No

Water taxis: No

Leisure cruises: No

Food, Drink and Cuisine Advice

Food and water safety:

Can you drink the tap water: No

Fresh fruit and veg: Yes

Ice: No

Meat: Yes

Street food: Yes

Local cuisine: Zambian cuisine features a variety of dishes, including Nshima (maize porridge), which is often served with meat, vegetables, or fish. Other popular dishes include Ifisashi (vegetables cooked in peanut sauce) and Biltong (dried meat).

Drinks: Mosquito (fermented maize), Chibwantu (traditional beer), and Munkoyo (fermented drink made from maize or millet).

Tipping: 10-15% is customary in restaurants if a service charge is not included.

Climate and Weather

Annual rainfall: Varies

Average temperature: 25°C

Summer:

Average highs: 30°C

Average lows: 20°C

Winter:

Average highs: 25°C

Average lows: 15°C

Best time to visit: The best time to visit Zambia is during the dry season from June to August when wildlife viewing is at its best. However, the wet season from November to April offers lush landscapes and excellent birdwatching opportunities.

Clothing and Dress Recommendations

Spring and Summer

Cool, light, breathable and comfortable: Yes

Lightweight warm clothes: No

Winter and Autumn

Jerseys, cardigans, sweaters, jackets: Recommended

Heavyweight clothing and boots: No

General

Umbrella and raincoat: Yes

Warm gloves, hat and scarf: No

Swimming costume (bathing suit): Yes

Hat, sunglasses and sunblock: Yes

Walking shoes: Yes

Casual: Yes

Smart-casual attire: No

Internet Availability

Internet cafes: Limited

Accommodation options: Yes

Restaurants: Yes

Cafes: Yes

Shopping malls: Limited

Public parks: Limited

Libraries: Limited

Electricity and Plug Standards

Plug Type: Type C, Type D, Type G

Voltage (V): 230

Frequency Hertz (Hz): 50

*Travel plug adapter and voltage converter might be necessary depending on your appliances.

Terms and Conditions

The Fly in Safari Company™ Terms and Conditions

1. Pricing

Until final payment is received, all pricing is subject to change without notice due to supplier increases or currency fluctuations. The Fly in Safari Co. (Pty) Ltd will not be held liable for any price increases due to currency fluctuations. The prices listed are based on the costs and exchange rates current at the time of pricing. All rates are subject to change due to circumstances outside the control of the Fly in Safari Co. (Pty) Ltd.

2. Deposit Payment

A non-refundable deposit of 50% of the full amount is required at the time of booking, with the balance to be paid not later than 60 days prior to departure of the tour. The following exceptions will apply: 1. Should any of the supplier's conditions vary from the above terms and conditions. 2. Should bookings be made less than 60 days prior to arrival full payment is required immediately.

3. Cancellation by traveller

The date of cancellation shall be the date on which the written notification is received by the Fly in Safari Co. (Pty) Ltd After full payment, cancellation fees on trips will be a minimum of 50% per person of the value of the trip, plus any supplier fees on the land portion of your booking. Some airline tickets are non-refundable and in cases like this cancellation fees can be up to 100% of the value of the booking.

Please note: no-shows will be treated as cancellations and the necessary cancellation fees applied.

4. Cancellation Fees:

If you cancel a tour with Fly in Safari Co. (Pty) Ltd after making a booking you will lose some or all the money you have paid for the trip. A cancellation will only be effective when we receive written confirmation of the cancellation. If you cancel a tour:

- 60 days or more prior to departure, we will retain your deposit.
- Between 30 – 59 days prior to departure, we will retain the deposit or 100% of the tour cost, whichever is greatest.
- Less than 30 days prior to departure we will retain 100% paid by you in connection with the booking.
- Any of the supplier's specific conditions that vary from the above will apply.

5. Refunds

No refunds will be made after departure. Prior to final payment, the deposit will be non-refundable.

6. Amendments to bookings

The Fly in Safari Co. (Pty) Ltd will not be liable for any loss or damage that may be incurred by the alteration, suspension or curtailment of services. If you wish to change your booking in any way, the following fees will apply:

- a. Changes to any other arrangements made in conjunction with your tour booking like hotels, transfers, flights and activities.
- b. No amendments are permitted to your booking within 10 days of departure.

7. Passport, visa and other travel documents

It is the client's responsibility to ensure that all documents, passport and visas are valid. The Fly in Safari Co. (Pty) Ltd will not be held responsible if you are refused entry to a country because you lack the correct visa documentation. The client accepts full responsibility for obtaining all the relevant travel documents required. Should a client be refused entry to any country due to incorrect documentation, the Fly in Safari Co. (Pty) Ltd will not be liable for any costs of such delays or repatriation cost for the client.

8. Health

It is the responsibility of the client to consult a health professional with respect to recommended and compulsory vaccinations and health pre-cautions. Anti-malaria precautions are recommended for all tours and clients are advised to bring insect repellent.

9. Baggage information

All tours utilizing light aircraft transfers allow a maximum limit of 20 kg baggage per person, soft bags only. The Fly in Safari Co. (Pty) Ltd may not be held responsible for any loss or damage to luggage during the tour program. The acceptance of final documents, vouchers or tickets shall be deemed to be consent to the above conditions.

10. Airline responsibility clause

The carriers concerned are not to be held responsible for any act, omission or event during the time the passengers are not aboard the aircraft or conveyance. The passenger ticket shall constitute the sole contract between the airline and the passenger. All personal effects and baggage are always the client's responsibility and the Fly in Safari Co. (Pty) Ltd will not accept liability for any loss or damage to baggage or personal effect.

11. Insurance and Liability

Travel insurance is compulsory for all Fly in Safari Co. (Pty) Ltd clients. Your travel insurance must provide cover against personal accident, medical expenses, emergency repatriation and personal liability. We also recommend it covers cancellation, curtailment and loss of luggage and personal effects. We strongly recommend that you take out travel insurance at the time of booking.

12. Responsibility

The Fly in Safari Co. (Pty) Ltd act as an tour operator in regard to travel, whether by plane, 4 x 4, car or motor, coach, and assume no liability for injury, damage, loss, accident, delay, war, insurrection, revolt or other civil uprising, other military action, strikes or any Act of God occurring in either the country of origin, destination or through passage, or for any reason whatsoever, or through the acts or default of any company or persons engaged in conveying the passengers or in carrying out arrangements of the tour. They cannot accept any responsibility for losses or additional expenses due to delay or changes in air schedules or other causes. All such losses or expenses will be the responsibility of the member of the tour. The right is reserved to make minor adjustments to the itinerary and the right is reserved to cancel any tour prior to departure.

13. Privacy Policy

13.1 What information do we collect?

We request and collect the following personal information on your booking form after you confirm your tour;

- passport details
- email address, home address and phone number
- contact details of next of kin
- dietary requirements
- medical conditions or allergies
- travel & medical insurance details

13.2 Why do we collect your personal information?

In order to provide our services to you, communicate with you, and to book, finalize and facilitate your tour, we have to collect your personal information.

13.3 How do we use your personal information and who might we share it with?

In order to book, finalize and facilitate your tour, we may, or may not share your details with the service providers involved to make your tour happen. These service providers may, or may not include; airlines, charter companies, accommodation establishments (lodges, hotels and/or guesthouses), ground transportation operators, activity operators, emergency evacuation insurance providers, VIP meet & greet services etc.

13.4 How do we protect your personal information?

We strive to protect your personal information by making use of the following measures;

Encryption

We strive to encrypt all sensitive data, both in transit and at rest, to protect it from unauthorized access.

Strong Passwords and Authentication

We strive to enforce strong password policies and implement multi-factor authentication to prevent unauthorized access to our systems.

Software Updates

We regularly update our system software and related applications to patch security vulnerabilities.

Data Backups

We implement a robust backup and recovery system to ensure data is not lost in case of system failures or security breaches

13.5 Who has access to your personal information?

Only The Fly in safari Company and relevant service providers necessary in order to book and facilitate your tour, will have access to your personal information.

13.6 How long do we retain your personal information?

We will retain your personal information for as long as necessary to fulfil the purpose for which it was collected, but no longer than required by law or for legitimate business purposes. POPIA, the Protection of Personal Information Act, dictates that records should be retained for the period necessary or as authorized by law. Additionally, financial institutions need to retain records related to customer due diligence for at least 5 years from the termination of the business relationship or conclusion of a single transaction, according to the Financial Intelligence Centre Act (FICA).

14. Disclosure

Please be aware that during your participation in this tour certain risks and dangers may arise, including, but not limited to, the hazards of travelling in undeveloped areas, travel by boat, train, automobile, aircraft or other means travelling, the forces of nature, political unrest and accident or illness in remote regions without means of rapid evacuation or medical facilities. Be aware and clearly understand that the Fly in Safari Co. (Pty) Ltd will not have liability regarding provisions of medical care or the adequacy of any care that may be rendered.

It is understood that the Fly in Safari Co. (Pty) Ltd will use their best efforts to ensure that all adequate measures are taken to avoid such occurrences. By participating in a Fly in Safari Co. (Pty) Ltd tour you hereby agree to accept any risks. As Lawful consideration to the agreement with the Fly in Safari Co. (Pty) Ltd to participate in such trips and activities, you hereby agree that you will not make a claim against the Fly in Safari Co. (Pty) Ltd and its employees from all claim actions and demands that you may have for bodily injury, death or property damage arising from your participation in a tour.

Acceptance of the Tour Contract will serve as the release of Liability and Assumption of Risk agreement. This agreement is binding on your heirs, legal representatives and assigns. If any portion is unenforceable, the remaining portions shall remain in full force and effect.