



LION WORLD TRAVEL

BOOKING CONDITIONS

For your statutory rights please refer to

<https://www.legislation.gov.uk/ukxi/2018/634/schedule/2/made?view=plain>

PAYMENT AND CANCELLATION TABLE (THE "TABLE")

	Small Group Safaris	Custom & Suggested Itineraries	Additional Air Tickets
Deposit due per person	10% of itinerary value + £500 (air-inclusive) / 10% (excluding air), non-refundable	20% of itinerary value	As per airline policy
Final payment due (before departure)	90 days	90 days	As per airline policy

Cancellation charges (per person)

	Small Group Safaris	Custom & Suggested Itineraries	Additional Air Tickets
Before final payment due date	Deposit	Deposit	As per airline policy
Final payment due date to 90 days before departure	Full deposit	Full deposit	As per airline policy
89 days or less before departure	100%	100%	As per airline policy

Where a safari lodge, camp or destination management company requires us to pay a non-refundable amount, or imposes a cancellation charge on us, as a result of your cancellation, that amount (which may be up to 100% of the sum otherwise payable to that supplier) will form part of your cancellation charge in addition to the amounts shown in the Table, reflecting the actual cost we have incurred or are contractually committed to pay.



Additional taxes, fees and airline-imposed surcharges may apply and will be identified to you before booking wherever we are able to do so.

YOUR HOLIDAY BOOKING

For the purposes of this document, reference to “you” or “your” includes all guests in the party. Your agreement is with The Travel Corporation UK Ltd. (“we”, “us”, “our”), Company Number 58915, a company registered in Guernsey whose registered office address is 2nd Floor, La Plaiderie House, La Plaiderie, St Peter Port, Guernsey GY1 2JH, acting as principal and/or as agent for Lion World Travel Ltd. (“Lion World Travel”), the Tour Operator responsible for the arrangement and operation of your safari. A contract will come into existence between us when you make a reservation with us. Enrolment in and payment for a safari shall constitute acceptance by the guest of the terms and conditions in this document. These cannot be varied except in writing by an officer of the Company.

All contracts made through us are governed by English law and the jurisdiction of the English Courts; you may however choose the jurisdiction of Scotland or Northern Ireland if you wish to do so.

We reserve the right to change these booking conditions at any time prior to you making a booking.

The invalidity of any provision herein shall not affect the validity of any other provision. The agreement shall be construed as though the invalid provision was not contained herein and was replaced with an enforceable provision as similar as possible to the original provision.

Departure Date	The departure date is the date indicated on your booking confirmation.
Security	Security is a major concern to all of us and the situation globally is constantly changing. Events around the world, coupled with the “Travel Advisories” put out by various governments, may at times necessitate changes to the accommodation and itinerary or even trip cancellation. You must accept these risks involved in travel to any country that may experience security difficulties and accept responsibility for your own travel decisions.
Travel Insurance	We strongly recommend that you purchase comprehensive travel insurance, including cover for trip cancellation, trip interruption, medical expenses and emergency evacuation/repatriation. Where our safari or ground operator partners require proof of insurance as a condition of booking, you must provide this before your booking can be confirmed.



COVID-19

COVID-19 means coronavirus disease, an infectious disease caused by the SARS-CoV-2 virus and all variants of the SARS-CoV-2 virus.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. We may require proof of vaccination or negative COVID-19 tests, with the situation changing rapidly please refer to www.lionworldtravel.com/faqs for current requirements and further information relating to COVID-19. Please also familiarise yourself with the advice from your national authority for overseas travel before departing.

COVID-19 requirements vary from country to country and region to region and circumstances may require us to ask all travellers to be vaccinated and provide evidence of vaccination, irrespective of the destinations' vaccine requirements. Definition of fully vaccinated may include booster doses and/or time elapsed since last dose received. Evidence of negative COVID-19 tests may also be required. Airlines, hotels, excursion providers and other transport providers may also have separate requirements. It is your responsibility to ensure that you comply at all times with these requirements. No refunds will be given if you are unable to undertake some or all of your holiday due to your failure to comply with these requirements, or if you fail any tests, checks or other measures imposed by a supplier or necessary for you to travel. You also acknowledge that certain countries may impose quarantine or self-isolation measures upon travellers, whether in the place of the destination or upon return and that such requirements are subject to change, and may be imposed on short notice. You will be responsible for any resulting additional costs including travel and accommodation.

We ask that you please take personal responsibility for your wellbeing. This begins with packing any personal protective equipment and sanitisers you require. Please adopt physical distancing and hygiene practices throughout your pre-trip travel arrangements and follow all health instructions whether physical signage, or requests from our professional staff once you are travelling with us. To travel with us, you voluntarily assume all risks related to exposure to COVID-19. Full details of hygiene protocols can be found on our website.

If you test positive while travelling with us, you will need to comply with the legislation or regulations of the country you are in and may



	not be able to continue to travel with the group. You will need to isolate in that country for the required number of days if stipulated by the local government. As COVID-19 still remains a threat to the health of individuals, we ask that you please take personal responsibility for your wellbeing and be conscious of the effect your personal situation may have on the health and wellbeing of others. We may decide you will not be able to continue to travel with the group, if your health situation appears likely to endanger your wellbeing or that of other guests. In the event that you are unable to travel with us or need to curtail your trip our cancellation charges will apply in accordance with our cancellation procedure. We will not be responsible for covering the cost of any curtailment of your holiday, missed transport arrangements, additional accommodation required, or other associated costs incurred by you. You must ensure you have travel insurance which covers these costs.
Force Majeure	Force Majeure Event means any event or circumstance beyond our control, including but not limited to: (a) an act of God (such as earthquake, flood, fire, explosion, landslide, lightning, action of the elements, force of nature, storm or natural disaster); (b) industrial disputes, work ban or other labour dispute; (c) acts of terrorism, political unrest, war or threat of war, riots or civil strife; (d) failure or delays to scheduled transportation and the closure of airports; (e) pandemic, epidemic or health risk; (f) governmental and administrative actions (including closure of borders and travel warnings and restrictions).

RESERVATIONS AND PAYMENTS

- Your safari will be confirmed after receipt of a non-refundable deposit as detailed in the Table above. We reserve the right to refuse a booking without giving any reason and shall in that event return any deposit received.
- Air-inclusive bookings may require an additional non-refundable deposit or payment in full at the time of booking – see Flight Reservations, Deposits and Cancellations below.
- Final payment for your booking is due prior to departure no later than as detailed in the Table above. Payment in full will be required at the time of booking for reservations made later than the final payment due date. If we do not receive payment by the due date, we reserve the right to cancel your reservation and impose cancellation charges as set out in the Table.
- Credit Card Bookings: payment card details are entered by you directly through our secure payment provider (Cybersource) at the time of booking. We do not collect or store your card billing address, expiry date or security code ourselves, and we do not charge credit card fees.



- Payments made through Costco UK are paid directly to us; Costco UK does not hold client monies on our behalf. You consent to us depositing monies received as required by law, and we will be entitled to keep interest earned on monies held.

BOOKING CHANGES

Name Changes and Corrections	We do not charge for name changes or corrections; however, where third-party costs are incurred, these will be passed on to you. Not all airlines allow name changes or corrections, and a new airfare may need to be purchased, which will be passed on to you.
Other Booking Changes	A fee of £100 per person, per revision will be charged for any change made to a confirmed reservation, in addition to any third-party costs, penalties or seasonal increases. We will try to make your requested change, but this may not always be possible. A change of trip date or itinerary after the final payment due date will be treated as a cancellation.
Commitment to Travel	Where more than two revisions are requested to a confirmed itinerary, we reserve the right to collect a Commitment to Travel fee of up to £500 per booking. This amount is non-refundable and will be applied towards your balance of payment.

CANCELLATION AND REFUNDS

Cancellation by You

Your booking may be cancelled at any time by written notice from the person who made the booking. If notice is received before the final payment due date, your deposit will be retained; if received after the final payment due date, cancellation charges as set out in the Table above will apply. Cancellation charges are in addition to any charges levied by your travel agent, and unused services or portions of your trip are non-refundable.

See the Payment and Cancellation Table above, including the note on safari lodge and destination management company cancellation charges, for how your cancellation charge is calculated.

Cancellation by Us

We may need to modify or cancel a trip, accommodation or arrangement. Where such modification or cancellation is not due to a Force Majeure Event, we will notify you or your Travel Agent without undue delay and, where applicable, provide the compensation set out below.

Cancellation due to Failure to Pay



If full payment is not received by the due date (see Table), we have the right to cancel your reservation and no refund will be made. We will not be responsible for lost reservations.

Cancellation due to Force Majeure Events

If we cancel a trip before departure as a result of a Force Majeure Event, we will provide an alternative comparable trip where available. If an alternative is not available, you will be offered a future travel credit or a refund. No compensation is payable in these circumstances.

Where a trip is terminated mid-trip due to a Force Majeure event and we provide you with any alternative services or assistance (such as accommodation or travel), you agree to pay for these costs. Where such termination arises from unavoidable and extraordinary circumstances and we are unable to repatriate you in a timely manner, we will bear the cost of any necessary accommodation for up to three nights in accordance with our obligations under the Package Travel and Linked Travel Arrangements Regulations 2018; you agree to pay for any further costs beyond this three-night period.

Cancellation due to Events other than Force Majeure Events

If the cancellation by us is not the result of a Force Majeure Event, we will provide an alternative comparable trip where available; if no alternative is available, a refund will be made. We are not liable for any cancellation or change costs or penalties incurred on other travel arrangements, including air travel, that may be affected.

	Compensation payable (per person)
46 days or more prior to departure	£0
45 – 22 days prior to departure	£10
21 – 8 days prior to departure	£20
7 – 1 days prior to departure	£30
Day of departure	£40

Early Return, Illness or Absence

Early return expenses are your responsibility, unless due to our negligence. There is no refund for absence or early departure from a trip, including missed accommodation, transfers, meals or excursions. We strongly recommend travel insurance which covers such circumstances.

FLIGHT RESERVATIONS, DEPOSITS AND CANCELLATIONS

Reservations/Ticketing	Air-inclusive bookings may require an additional non-refundable deposit at time of booking, which may be up to 100% of the flight cost. Where we make an air reservation, full payment may be
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	required at the time of booking regardless of future price fluctuations. You will be required to provide the full name as shown on the passport, passport number, nationality, and date and place of issue for each guest.
Air Changes or Cancellation	After a deposit has been received, any change, including cancellation, will incur a service fee plus any airline cancellation or amendment fees, which may be up to 100% of the air ticket price. Not showing up for your outbound flight as booked and ticketed will be considered a no-show, and all connecting and return flights associated with it will be cancelled with no refund.
Airline Seating and Schedule Changes	Seats are limited in our contracted class of service and may not be available on every flight. We do not hold block space on any airline. Seat assignments are not guaranteed and are solely under the airline's control. Flight delays, cancellations and schedule changes are the airline's responsibility; we will not be liable for such delays or any resulting costs.

FINANCIAL PROTECTION

We provide full financial protection for our package holidays.

When you buy an ATOL protected air holiday package, flight and/or "flight plus" holiday from us, you will receive an ATOL certificate confirming your protection under Air Travel Organisers' Licence number 10975, held by The Travel Corporation UK Ltd. This lists what is financially protected and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed (or a suitable alternative). In some cases, where neither we nor the supplier can do so for reasons of insolvency, an alternative ATOL holder may provide the services or a suitable alternative at no extra cost to you.

When you buy a package holiday that does not include a flight, protection is provided by way of a bond held by ABTA.

ABTA Statement

We are a member of ABTA, membership number Y6200. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes, approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure.

For the latest travel advice from the Foreign, Commonwealth and Development Office, including security, local laws, passport and visa information, visit www.gov.uk/foreign-travel-advice.



Arbitration of Disputes

Disputes arising out of or in connection with this contract which cannot be amicably settled may, if you so wish, be referred to arbitration under a Special Scheme devised by arrangement with the Association of British Travel Agents, administered independently by the Chartered Institute of Arbitrators. The Scheme provides a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The Scheme does not apply to claims for an amount greater than £5,000 per person, and there is also a limit of £25,000 per booking. Nor does it apply to claims which are solely or mainly in respect of physical injury or illness. The rules of the Scheme provide that the application for arbitration must be made within nine months of the return from your trip, but in special circumstances it may still be offered outside this period.

Operators

The Travel Corporation UK Ltd., 2nd Floor, La Plaiderie House, La Plaiderie, St Peter Port, Guernsey GY1 2JH

Lion World Travel Ltd., 33 Kern Road, Toronto, ON M3B 1S9, Canada

Relevant Bonding Agency Logos: ABTA, ATOL

WHAT'S INCLUDED IN THE TRIP PRICE

Safari Director / Local Guide	Your guided safari is conducted in English by a professional Safari Director, driver-guide or Local Host, as described in your itinerary.
Accommodation	Prices are per person, based on two persons sharing a room with private bath or shower, in hotels, lodges and camps as specified in your itinerary. We may substitute accommodation of a similar standard where necessary; if the substitute is of materially lower standard, we will refund the difference in value.
Meals	As specified in your itinerary (Breakfast (B), Lunch (L), Dinner (D)).
Sightseeing and Game Drives	Experiences, entrance fees and an English-speaking driver-guide or Local Specialist (when required) are included as detailed in the itinerary.
Transfers	Between airports, rail stations, motorcoach terminals and hotels where specified, including up to two pieces of luggage per person, subject to airline/charter restrictions.
Porterage	Luggage handling of one suitcase per person, at each included safari lodge or hotel, where provided.
Tips	Tips are included for services on your safari, except to your Safari Director, driver-guide and, outside the Americas, your Local Host



and Local Specialists, whose tips/gratuities should be extended on a voluntary, individual basis at the end of your trip. Included tips cover services provided by dining-room waiters, housekeeping staff and porters at hotels and lodges.

WHAT'S NOT INCLUDED IN THE TRIP PRICE

Unless stated otherwise, the following are not included: international and domestic airfares; UK and international taxes and fees imposed by governments and airlines; passport, visa, and inoculation costs; excess baggage charges; items of a personal nature (drinks, snacks, laundry, phone/internet, paid entertainment); meals not specified in the itinerary; medicines; personal and baggage insurance; local airport taxes; and tips/gratuities to your Safari Director, driver-guide and Local Specialists as described above. Additional taxes and surcharges may be collected by foreign governmental and non-governmental entities. This list is illustrative and not a complete list of every item not included. Where any such additional tax, fee or surcharge is known to us or reasonably foreseeable at the time of booking, we will disclose this to you before your booking is confirmed. This does not affect any tax, fee or surcharge that is unknown to us or unforeseeable at the time of booking, or that is introduced or altered by a governmental or non-governmental authority after your booking is confirmed.

Single accommodation, where available, is at additional cost. Where a single room is required due to unavailability of a roommate or a roommate's cancellation, the single supplement will be charged.

Luggage Allowances

On certain flights and safari vehicles within Africa, additional luggage restrictions apply and you may be permitted only one soft-sided bag, subject to a weight limit as low as 25 lbs (11.3 kg) depending on aircraft or vehicle type and destination – full details will be provided in your tour documents. You are responsible for arranging and paying for the storage of any excess baggage. Luggage and personal effects remain at your own risk throughout your trip; we are not liable for loss, theft or damage to baggage or personal belongings, unless caused by our negligence.

HEALTH, REDUCED MOBILITY, MEDICAL CONDITIONS/DISABILITIES AND ASSISTANCE WHEN TRAVELLING

Lion World Travel is dedicated to providing an inclusive travel experience. Please note the following:

- Our trips involve varying degrees of walking, uneven terrain and surfaces, coach steps, embarking or disembarking ships on a gateway, and/or limited rest stops, depending on the itinerary. By booking the trip, you acknowledge that you have reviewed the physical and practical requirements of the itinerary you've selected and that, having done so, you



are satisfied that you are able to undertake the itinerary and activities safely, taking into account your own health, mobility and personal circumstances..

- To help us assess and, where possible, reasonably accommodate your needs, please provide details of any physical, medical, accessibility or other support requirements. We can only assess and consider accommodations based on the information made available to us.
- Guests must ensure they are medically and physically able to travel. We may request you to provide an assessment of your medical condition from a qualified medical practitioner. If the assessment indicates that you will require special assistance which we cannot reasonably provide or if you fail to provide a medical assessment with a reasonable time, we may not be able to proceed with your booking. In such circumstances, this will be considered a cancellation by you and cancellation fees and charges will apply.
- Lion World Travel may impose safety requirements and may exclude an individual from participating in a guided holiday, cruise, or an activity if the individual's participation poses a threat to the health or safety of others. This decision, made solely by Lion World Travel, to exclude an individual will be based on an individualized assessment based on reasonable judgment that relies on current medical evidence or on the best available objective evidence to determine the nature, duration and severity of the risk, the probability that potential injury will occur and whether reasonable modifications of policies, practices or procedures will mitigate the risk. No refunds will be given if the decision is made to exclude a guest.
- Lion World Travel does not provide personal devices (such as wheelchairs, hearing aids or prescription eye glasses). On some trips, motorized scooters are not permitted. Please contact us before booking to confirm.
- Our Safari Directors are responsible for guiding the tour and supporting the overall guest experience. They are unable to provide personal care (including but not limited to eating, toileting or dressing), medical or nursing services, dedicated one-to-one assistance, or physical support such as lifting, transferring or pushing wheelchairs or individuals. If, based on the demands of a trip and your individual circumstances, you would need this kind of assistance to participate safely, we may recommend — or in some cases require — that you travel with a companion able to provide it. If you are uncertain about the physical demands of a specific trip, please contact us or your Travel Agent before booking — we're happy to provide further detail so you can make an informed decision.
- Lion World Travel does not employ medical personnel. Any necessary medical attention must be sought at a local facility, if available, at the guest's expense. Lion World Travel is not responsible or liable for losses or costs incurred due to unavailability of medical services, or medical services obtained while on holiday, or for the quality of the care or services received. Medical care in other countries is not always comparable to care that you may receive in your local area. You are encouraged to purchase medical insurance that will cover you while on vacation. Your regular health insurance benefits may not apply abroad.
- During your safari, we may make arrangements with carriers, hotels and other independent suppliers to provide travel services. These parties are independent entities which we do not control. We cannot guarantee disability access or accommodations for guests travelling on international safaris.



- We may, in our sole discretion, decline the booking of any guest or remove any guest who cannot comply or refuses to comply with our terms and conditions. If this occurs, you are responsible for the cost of travel back to your home, and we shall not be liable for your losses and no refund shall be provided.
- Travel times on our trips vary from day to day depending on the destination. For your comfort we make regular stops. However, depending on your medical history, some people may be at risk of discomfort or deep vein thrombosis (DVT) if they remain immobile for a long period on a journey. If you have had DVT, pulmonary embolism, a family history of clotting conditions, cancer, or treatment for cancer, stroke, heart or lung disease, or if you have had major surgery in the past three months, we recommend you consult your doctor before travelling.

GROUP BOOKINGS

Where a booking is made on behalf of a group, the group leader is responsible for sharing these terms and conditions with all members of the group and is financially responsible for the booking. We will not be liable for a group leader's failure to share these terms with other members of the group.

Small Group Safaris are based on a minimum of four passengers travelling per departure.

DIETS

Any dietary requests, special meal requirements including allergies or any other special request, must be provided at the time of booking and are received on a request basis only. Lion World Travel cannot assure that special meal requests will be fulfilled and does not assume responsibility or liability if requests are not fulfilled. Although we will endeavour to pass any reasonable requests on to the relevant supplier, this is not confirmation that the request will be met. All requests are subject to availability. It is also your responsibility to double check and reconfirm any requirements with all holiday suppliers.

TRIP PARTICIPATION

You agree to accept the authority and decisions of our employees, Safari Directors and agents whilst on trip with us. If in the opinion of any such person(s) or any other person in a position of authority (such as, for example, a local supplier or hotel manager), your health (including impact of an epidemic or pandemic), level of fitness or conduct at any time before or during a trip is endangering or appears likely to endanger your health or wellbeing or any third party (including any of our other guests) or the safe, comfortable or happy progress of the trip, you may be excluded from all or part of the trip without refund or recompense. Where you are excluded, we will have no further responsibility towards you (including any return travel arrangements) and we will not meet any expenses or costs incurred as a result of the exclusion. In the case of ill health, we may make such arrangements we see fit and recover the costs thereof from you.



Many Optional Experiences are operated by independent third-party suppliers, not the Provider. These are not part of the holiday package provided by us. Your contract will be with the operator of the experience. We are not responsible for providing the experience, or anything that happens during the experience. Some experiences involve outdoor activities and/or can be physically demanding and may require signature of a waiver. You must make your own decisions about experiences and participate only in activities that suit your physical ability: we suggest that you speak with your medical provider if you have questions about your abilities. We recommend you check whether any insurance you have also includes your participation in adventure activities you may undertake.

BEHAVIOUR

We will not tolerate abusive or aggressive behaviour from guests. We will refuse to deal with, and may terminate the trip of, any guest who assaults our staff, suppliers or fellow guests, or who is abusive or aggressive toward them, or whose behaviour generally affects the enjoyment of others; such a guest may also be barred from future trips with us and the wider TTC family of brands. This includes, but is not limited to: verbally abusive or offensive language; bullying; uninvited physical contact, harassment, violence or threat of violence; excessive alcohol consumption or intoxication; possession or use of restricted substances; failure to follow our or our representatives' reasonable instructions; conduct incompatible with other guests' enjoyment or the smooth operation of the trip; possession of dangerous items; breaking local law; or any conduct that damages our reputation or goodwill.

When you book, you accept responsibility for the conduct of all members of your party. We may terminate the travel arrangements of any party member whose behaviour may, in our or our suppliers' reasonable opinion, cause danger, upset, disruption or distress to others or damage to property. Full cancellation charges will apply and no refund will be made in these circumstances, and we will have no obligation to meet any resulting costs, including alternative accommodation or return travel.

ITINERARY VARIATIONS

Lion World Travel strives to improve trip itineraries, services and features. If improvements can be made, or if circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. If prior to the commencement of your trip we become aware of any significant change that has a material effect on the value or characteristics of services, then we will advise you and give you the option to accept the changed services (and we will pay you an amount reflective of the reduced value of the service) or you may elect to terminate your booking in which case we will provide a full refund. If you do not make an election within 7 days of our notice, you will be deemed to have accepted the changes. At certain peak periods multiple departures may operate, sometimes in reverse order; accommodation may vary from those stated on the itinerary pages. On trips which include cruises, the ship may be changed for operational reasons. Departures in early



and late season are potentially operated in cool weather conditions. As a result, itinerary variations may occur. Certain activities may not be precisely as described or may not be available due to seasonality or weather conditions or other circumstances beyond our control including COVID-19 restrictions and precautions. This may include specific requirements regarding personal protective equipment, such as use of face-masks by staff (and you may be required to wear a face-mask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitisation, limited entertainment and leisure options and limited food/drink availability. If your enjoyment may be diminished by such limitations, please check with us or your Travel Agent before making a reservation. Please take this risk into consideration when booking your trip.

In the event that we make a major change to your holiday (which does not include, for example, changes to aircraft type, change of accommodation to another of the same standard, or alteration of your outward/return flights by less than 12 hours) or increase the costs of your holiday by more than 8% we will inform you or your Travel Agent as soon as reasonably possible if there is time before your departure date. You will either have the choice of accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value, but these booking terms and conditions will continue to apply to any alternative booking), or cancelling your booked holiday and receiving a full refund of all monies paid.

Where we make a major change to your holiday, you will also be entitled to compensation unless the change arises for unusual or unforeseeable reasons outside of our control (a Force Majeure Event, as defined above). The level of compensation will depend on when we inform you of the major change, although this does not exclude you from claiming more if you are entitled to do so:

No. of days prior to departure date	Compensation payable (per person)
46 days and over	£0
45 – 22 days	£10
21 – 8 days	£20
7 – 1 days	£30
Day of departure	£40



FOR YOUR COMFORT

Lion World Travel enforces a strict no smoking (including e-cigarettes) and no alcohol policy on board motorcoaches. Regular comfort stops are made on travelling days. Many hotels, restaurants, trains, cruises and other venues are 100% smoke free. The Provider operates a daily seat rotation system.

RESPONSIBILITY

Disclaimer of Liability

We are responsible for supplying the services and accommodation described in your itinerary with reasonable skill and care. Where the contract is not performed, or is performed improperly, we will provide alternative arrangements and, if these are of a lower quality, pay you appropriate compensation, unless the failure is due to: you; a third party unconnected with the provision of the services, where the failure was unforeseeable or unavoidable; or unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even with all due care. In such circumstances we will do our best to supply comparable services, accommodation and itineraries, and offer you such prompt assistance as is reasonable, but there shall be no refund in this connection.

Our liability for claims which do not involve death, personal injury or illness is limited to twice the price of your trip. Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, or for any other liability which cannot lawfully be excluded or limited under English law.

Where the contract cannot be performed due to unavoidable and extraordinary circumstances and we are unable to repatriate you in a timely manner, we will bear the cost of any necessary accommodation for up to three nights, in accordance with our obligations under the Package Travel and Linked Travel Arrangements Regulations 2018; you agree to pay for any further costs beyond this three-night period. If you have a disability, please alert us at least 48 hours before your trip so we can take appropriate measures.

Save where our own negligence or that of our employees can be shown, neither we nor our agents or co-operating organisations shall be responsible for any act, omission or default of any independent supplier who is not our direct employee or under our exclusive control, including that of any government or governmental authority.

Baggage and personal effects remain at your own risk at all times, and we recommend baggage insurance. Suppliers who provide services during your trip act as independent contractors and are not our agents or employees.

International Treaties

Where applicable, our liability, and that of the transportation companies providing services incorporated into your booking, is limited by the terms of the relevant international conventions, which may include: the Warsaw Convention 1929 (as amended) or the Montreal



Convention, in relation to air travel; the Geneva Convention, in relation to carriage by road; and the Paris Convention 1962, in relation to hotel accommodation. We are entitled to the benefit of all limitations of liability contained in these conventions in respect of any claim for death, injury, loss, damage or delay.

Errors and Omissions

Every effort is made to ensure the accuracy of our brochures and website; however, we cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances. If you decide not to visit a country or part of a country you intended to visit because of any law, condition or requirement of any government or governmental authority, you are responsible for any resulting costs, expenses or cancellation fees. None of the companies in The Travel Corporation group, or any of their staff or agents, accept any responsibility or liability for your acts, omissions, defaults, conduct, state of health, condition or circumstances.

COMPLAINT PROCEDURES & CONSUMER PROTECTION

Complaint Procedure	If you have a problem during your trip, please inform your Safari Director or Local Representative immediately, who will try to make things right. Such assistance may include providing information on health services, local authorities and consular assistance as well as arranging communication and/or making alternative travel arrangements. We may charge a fee for these services where you have caused the problem intentionally or by your own negligence. If the matter is not resolved locally, please write to our Guest Relations department at globalguestrelations@ttc.com within 60 days of the end of your trip, quoting your booking reference and all relevant information. Failure to follow this procedure may delay or deny us the opportunity to investigate and rectify the problem, and may affect your rights under this contract. In any legal action, arbitration or other proceeding to enforce or interpret these terms, the prevailing party shall be entitled to recover reasonable fees, costs and expenses.
Data Protection	To process your trip booking, we will need to use personal information for you and guests in your booking. Personal information may include each guest's name, address, phone number, email address, passport number, and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organisations, and otherwise as required by law. We will process your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and



the Data Protection Act 2018. Your personal data may be transferred outside the United Kingdom where necessary to provide your safari. Full details of how we handle your data, including international transfers and the safeguards we use, are set out in our Privacy Policy, available at [Privacy Policy | The Travel Corporation](#) and provided to you at the time of booking.

Photography, Recording and Privacy

During your trip, your Safari Director or official photographers travelling with the group may take photographs or video footage that includes you. We handle all such content in accordance with applicable data protection laws. By booking with us, you acknowledge that content may be captured as described below.

Group Photos and Incidental Content

If you object to any use of your image in group or tour content at a later stage and we accept your objection, we will cease future use and take reasonable steps to remove the content from platforms within our control. Please note that content already published in print materials or shared by third parties may remain in circulation, and we cannot guarantee its complete removal.

Individual or Featured Use

If we would like to feature you individually in any content, including social media posts, promotional videos, or advertising campaigns, we will always obtain your prior written consent before doing so. You are completely free to decline, and doing so will not affect your trip or experience in any way.

We will never use a photo or video in which you are individually recognisable in paid advertising without your prior written consent, regardless of how the content was originally captured.

Withdrawing Your Consent

Where you have given written consent for individual or featured use of your image, you may withdraw that consent at any time by contacting us at privacy@ttc.com. We will act on your request promptly, though content already published before your request may remain in circulation and prior lawful use is unaffected. Please note that where you appear as part of a wider group and are not individually identifiable, this would not ordinarily constitute your personal data and withdrawal of consent may not apply. Where content can reasonably be removed, we will do our best to help.

Your Use of Recording Devices

You are welcome to use your personal camera or mobile phone for private photography and personal video recording during the tour. We do ask, however, that you are mindful of the privacy of those around you and that you comply with applicable local laws at all times. Out of



respect for everyone travelling with you, please do not record, photograph, film, or live stream other travellers, your Safari Director, driver, local guides, or any other person without first asking their permission. When using any recording device during your trip, you are responsible for:

1. obtaining any necessary consent from other guests, staff, or individuals before recording them;
2. complying with local laws regarding photography, audio recording, and drone use; and
3. not using recordings of others for any purpose without their permission.

Specialist Recording Devices

Some devices may capture content without others being aware, including smart glasses (e.g. Meta Ray-Ban), action cameras or body-mounted recording devices, and any device capable of recording or live translating conversations. If you use such devices, you are responsible for ensuring that others are aware you are recording and for obtaining any consents required by applicable law.

Drones

Drone use is heavily regulated in many of the destinations we visit and may require permits or be prohibited entirely in certain locations, including near historic sites, airports, city centres, and hotels. If you plan to travel with a drone, please check the rules for every destination before you travel.

Drones may not be used during group activities or at any venue included as part of your tour package. You are solely responsible for ensuring your drone use complies with all applicable local laws and regulations. The Provider is not responsible for any confiscation, fines, or legal consequences arising from your use of a drone.

Non-Compliance and Liability

If your use of a recording device is causing concern for other travellers or our team, your Safari Director may ask you to stop. If this continues, the situation will be escalated in line with our Guest Conduct Policy and may result in removal from the tour without a refund.

You are solely responsible for any confiscation, claims, damages, or legal consequences arising from your possession or use of any recording device during the tour. The Provider accepts no liability for your use of recording devices or for any content you capture.

OTHER CONDITIONS

Each guest is required to comply with the terms, conditions, requirements, laws, rules and/or regulations of any service provider, or any country or governmental authority, and shall be liable for any such non-compliance.



Booking Arrangements	Your booking arrangements can be made through Costco UK or with us directly. When you make a booking, you must be at least 18 years of age. You are guaranteeing that you have the authority to accept, on behalf of yourself and all members of your party, the terms of these booking conditions.
Important Note	It is your responsibility to ensure all necessary visas are obtained prior to departure and that your passport is valid as per the laws of the country you are travelling in or through. We do not accept any responsibility and will not make any refunds if you cannot travel because you have not complied with any passport, visa or immigration requirements, or if you have lost or mislaid any necessary travel documentation. We will also not be liable in circumstances where entry to another country is refused for any reason. You should contact your GP or a specialist vaccination centre for details of any measures you may need to take prior to departure. The Foreign, Commonwealth & Development Office (FCDO) may have issued information on its website at www.gov.uk/foreign-travel-advice . For travel information, you can also visit ABTA's website at www.abta.com or phone them on 0901 201 5050 (calls charged at 50p/minute).
Important Notice	Unfortunately it is inevitable that some prices or details contained in this document or on our website may have changed since publishing, and we reserve the right to alter prices before you book. You will be informed of any changes to relevant details before you book, either with your Travel Agent or with us directly.



CONTACT DETAILS

The Travel Corporation UK Ltd.
2nd Floor, La Plaiderie House, La Plaiderie
St Peter Port, Guernsey, GY1 2JH

Telephone: 0808 169 8807 (Freephone) – or +44 8081 698807 if calling from outside the UK

Lion World Travel Ltd.
33 Kern Road, Toronto, ON M3B 1S9, Canada

Email: info@lionworldtravel.com
Website: www.lionworldtravel.com