

it is important that you read and understand the following conditions before making your booking

This section outlines the importance of understanding and agreeing to the booking conditions before proceeding with your booking with RAPSAFARIS. Here's a breakdown of what this means:

Contract Formation:

By making a booking, you are entering into a contract with RAPSAFARIS. The company expects that you have read and understood the terms and conditions associated with your booking.

Agreement to Terms:

When you request a booking confirmation, RAPSAFARIS assumes you agree to these terms, and they apply to your entire safari package (e.g., tours, accommodation, and other services).

Safari Package: The term "safari package" is used to describe any combination of services (like tours, accommodations, or other travel-related services) that you book with RAPSAFARIS. So, it's not just a single service, but rather everything included in your travel arrangements.

It's essentially saying that by proceeding with the booking, you're giving your consent to the terms and conditions, and you acknowledge that they will govern your safari package.

1. LAW GOVERNING

Local Law: If a booking is made and paid for in Australia (specifically in New South Wales), the conditions will be governed by the laws of New South Wales.

Overseas Claims: If there's any issue with overseas suppliers (e.g., booking errors, disputes), the terms of the contract with those suppliers will apply, which could involve laws from other countries.

2. CONFIRMATION

Quotation Request/Booking Request: Just because you ask for a quote or make a booking request, it doesn't mean those services (flights, accommodations, etc.) are locked in or guaranteed.

Confirmation Invoice:

This is the key document. Only after receiving this invoice can you be sure that your requested services have been confirmed and booked.

3. DEPOSIT BOOKING AND FINAL PAYMENTS

Nonrefundable Deposit: As per itinerary

Passenger Information: Exact names (including middle names) as they appear on your passport must be provided at the time of booking.

- **Visa and Passport:** Ensure your passport is valid for at least six months beyond your travel dates. Obtain your Bhutanese visa well in advance.
- **Travel Documents:** Keep copies of your travel insurance, passport, visa, flight tickets, and itinerary. Digital copies backed up online can be very handy.

Higher Deposits for Certain Tours: Some tours, accommodations, or tickets may require larger deposits, up to 50% or more, especially for special offers.

Cancellation of Booking: If the required deposit isn't paid on time, RAPSAFARIS reserves the right to cancel your booking or ticket or refuse to honor the price.

Final Payment Due:

Final payment is due 120 days before departure (unless specified differently on the invoice).

If your booking is within 120 days of departure, or if the total cost is less than \$500, full payment is required upfront. Refund If Reservation Cannot Be Confirmed:

If RAPSAFARIS cannot confirm your reservation for any reason, they will refund the full amount you've paid.

Tailor-Made Quotations:

There may charge a nonrefundable \$100 per person fee for further quotes. This fee will be deducted from your deposit when you confirm your booking.

GURANTEED PRICE

Price Basis & Changes:

Prices listed in the brochure or on the website are based on the costs and exchange rates as of 01 July 2025. However, prices are subject to change due to various factors.

These factors include:

Changes in government taxes or charges (e.g., new taxes or regulatory changes).

Exchange rate variations (if the value of currencies shifts).

Fuel surcharges (common in airlines and other transportation costs).

Airline charges (e.g., ticket pricing changes).

Force majeure events (e.g., natural disasters, political instability, or other unforeseen events).

Increases by suppliers (like hotels, local tour operators, etc.).

Price Confirmation:

The price will be confirmed at the time of booking, and this confirmed price will be held during the option period (the period where you can choose whether to proceed with the booking).

Once full payment is received, the price will be guaranteed, but: Government taxes or levies and force majeure events can still cause changes to the price.

Payment Method:

The package prices are based on a direct bank transfer only. If you choose another payment method, this may affect the price or availability.

5. AMENDMENTS

If you wish to make any changes to your safari arrangements after the invoice has been issued, RAPSAFARIS will do their best to accommodate the change, but it may not always be possible. If changes can be made, there will be a fee of \$100 per change, in addition to any price

differences, penalties, or fees imposed by suppliers or airlines. Special airfares that require early ticketing may not allow any changes or refunds and are non-refundable and non-changeable.

6.CANCELATIONS

In the event of a cancellation, the following cancellation fees will apply per person, per booking. The departure date is determined by the first date of services booked with RAPSAFARIS. If you cancel 120 days or more before departure, you will lose your deposit, cancellations as per the itinerary. In case of a no-show for any reason, you will be charged 100% of the total tour cost.

For services booked with less than the minimum required deposit or for amendment charges, these amounts are non-refundable if you cancel. For bookings made with promotional or discounted offers or when full payment has already been received, up to 50% of the total cancellation fee may apply.

If you decide to cancel your booking or transfer to a new departure date, the cancellation fees listed above will still apply. All cancellations must be submitted in writing to RAPSAFARIS, and they will not be considered effective until RAPSAFARIS has received this written notification. Please note that cancellation fees for some products or services may differ from those outlined, so it's important to confirm with RAPSAFARIS at the time of booking.

Unfortunately, cancellation charges cannot be waived under any circumstances, and there will be no exceptions. No refunds will be provided for any unused or omitted services due to unforeseen circumstances. Also, staff members of RAPSAFARIS, whether domestic or overseas, are not authorized to provide guarantees or make any agreements regarding refunds or other matters.

7.EXCLUSIONS

- This section outlines the additional costs not covered by your tour quote. These include: Visa and passport costs, as well as any vaccination or medical expenses required for travel. Insurance (such as travel, health, or baggage insurance).
- Excess baggage fees imposed by airlines.
- Any extra meals not included in your package, as well as charges for items like mini bar items, room service, or additional beverages.
- additional excursions or activities not included in your itinerary.
- Laundry services and souvenirs purchased during the trip. Postage, phone calls, and internet charges.

- Any non-collectable taxes, or fees imposed by local authorities.
- Items of a personal nature, such as shopping or personal services.
- Anything not specifically listed in the "Includes" section of your tour quote.

8. OMISSIONS AND ERRORS

RAPSAFARIS reserves the right to correct any errors in the prices quoted or calculated for any services. If such errors are found, they will notify you as soon as possible.

9. MAPS AND PHOTOS OF HOTEL DESCRIPTION

The hotel descriptions in this brochure are based on the most up-to-date hotel guides and the information provided by the suppliers. However, any facilities or amenities mentioned are subject to change at any time, meaning that what is listed may not always be available or could vary during your stay.

Maps and photographs included in the brochure are for general informational purposes and might not accurately represent the actual routes, locations, or services provided. Similarly, the hotel room photographs are likely not specific to the exact room you'll be occupying, so the actual room may differ in layout or features.

10. BEDDING CONFIGURATION /ACCOMODATION

All accommodation quoted in the itinerary is considered to be in the lead-in or AS PER ITERNARY AND BASE ROOMS AS PER 5 STAR AND 4 STAR CATEGORY ROOMS unless you specifically request otherwise. A double room will typically have either a double bed or TWO SINGLE BEDS beds, depending on availability. Single rooms may be smaller than other room types and the size can vary from hotel to hotel. OUR ACCOMODATION IS BASED ON TWIN SHARING IF SINGLE ROOM IS SPECIFIED SUPPLIMENT WILL BE CHARGED AS PER ITERNARY.

11 SPECIAL REQUEST

If a special request, such as a specific diet, room location, bed type, flight seat, or particular meal, is important to your safari, you must inform us at the time of booking. While RAPSAFARIS will pass your request on to the relevant hotel, airline, or supplier, we cannot guarantee it will be fulfilled. RAPSAFARIS will also forward any dietary requests to the airline, but we recommend confirming directly with them once your tickets are issued. A special request does not form part of your contract, and its inclusion in your confirmation does not mean it will be met. All special requests are subject to availability until specifically confirmed.

12.HEALTH AND FITNESS

A good level of fitness and health is required to participate in all RAPSAFARIS packages. Some destinations involve and mobility is needed when boarding or alighting from Gypsy Jeeps, Canter Buses, and trains. It's important that all customers familiarize themselves with any health requirements specific to the countries they are visiting. Any pre-existing health conditions must be discussed with your doctor to confirm your suitability for the tour. If you or anyone in your group has a medical condition that may affect your travel, you must inform us in writing before booking so we can help assess the suitability of the tour. If your health changes after booking, you must promptly notify us. RAPSAFARIS reserves the right to prevent you from participating in the tour if a physical or psychological condition affects your or the group's wellbeing. In such cases, no refund will be issued for any unused portion of the tour. While we will offer reasonable assistance, you will be responsible for making alternative arrangements for any medical or dietary conditions. RAPSAFARIS is not liable if your condition worsens or affects your ability to participate in the tour.

13. TRAVELLING WITH CHILDREN

In hotels where a child stays for free, the room is generally priced for two adults, with the child expected to share the parents' bed. It's important to check the specific terms and conditions regarding children before booking. Hotels will typically not provide an extra bed, and additional charges may apply for the child's meals and extra bedding. If an additional room is required, it will be charged at the adult rate, even if the child is unaccompanied. Children's fares are available upon request, but note that children under 16 years old are only permitted on PRIVATE OR SOLO tours and are not allowed on group journeys. RAPSAFARIS does not take responsibility for the health, safety, and security of children during the tour.

14 PASSPORT ,VISAS, VACCINATION

It is mandatory that you familiarize yourself with the visa and health requirements for the countries you will be visiting. You are responsible for ensuring you comply with all entry visa, health laws, regulations, and any specific requirements for the countries you will visit or transit through. Please note that passport and visa requirements are not the responsibility of RAPSAFARIS or your travel agent. Neither RAPSAFARIS nor your travel agent can be held liable for any loss or expense resulting from your failure to comply with these requirement

15.TRAVEL INSURANCE

Travel insurance is not included in your safari package. It is a condition of booking that you purchase comprehensive travel insurance covering, at a minimum, the cost of your safari package, medical expenses, loss of luggage, boating and land content, and airfare charges in the event of cancellation, the impossibility of performance, or other disruptions such as strikes.

RAPSAFARIS cannot be held liable for any costs incurred by the customer during the tour, including those related to unforeseen circumstances or changes in the travel arrangements.

16. LOCAL LAWS

All participants in tours operated by the Company are expected to comply with the laws and regulations of the countries they visit. Failure to do so will release the Company from any obligations it may otherwise have under this contract. In other words, if a participant breaks local laws or regulations, the Company will not be held responsible for any consequences or issues that arise.

17. BEHAVIOUR

It is the responsibility of each passenger to ensure that they and their party behave in a manner that does not cause offence, danger, or damage to others or their property. If any passenger's behavior puts others at risk or disrupts the tour, all suppliers (such as hotel staff, guides, drivers, or airline staff) and the Company have the right to terminate the arrangements made on the passenger's behalf. In this case, the Company's responsibility to the passenger ends immediately. The Company will not be liable for any refunds, compensation, or reimbursement for any costs or expenses incurred as a result of such behavior. Additionally, the passenger will be liable to reimburse the Company for any expenses it incurs due to the disruptive behavior.

18. LUGGAGE LIMITS

Although RAPSAFARIS does not impose specific luggage limits, it's important to note that flights within India typically have a luggage limit of 15 kg per person. If you exceed this weight, you'll need to purchase additional baggage allowance or pay extra fees. For ease of travel, we recommend carrying 1 piece of luggage up to 20 kg per person, which is manageable when traveling by coach or car.

When flights are included as part of your tour, the standard luggage allowance may vary. We advise checking the correct luggage allowance for your international and domestic flights at the time of booking. In some cases, you may be able to pre-purchase extra baggage, but since airlines often update their policies, we cannot confirm the exact allowance until the flight is ticketed and paid for.

It is the passenger's responsibility to familiarize themselves with the airline's luggage policies before departure. If you do not comply with the rules, airlines may impose excess baggage fees at check-in, and RAPSAFARIS will not be held responsible for these charges. Please note that all luggage is at the owner's risk.

19. VARIATIONS

Considerable care has been taken in preparing this PACKAGES ON WEBSITE ; however, circumstances beyond RAPSAFARIS' control may require changes to itineraries, accommodation, activities, or costs. If such changes occur, you will be informed as soon as possible. If necessary, RAPSAFARIS reserves the right to change hotels to a similar category. Additionally, RAPSAFARIS may update these terms and conditions at any time. Any changes to the terms and conditions made after your booking will be communicated to you promptly.

20. RAPSAFARIS RESPONSIBILITY

It is the responsibility of RAPSAFARIS to ensure that their clients are carrying the correct travel documents and are fully aware of the terms and conditions of the booking. This includes making sure that clients understand all relevant details and requirements for their trip. However, clients are ultimately responsible for ensuring that they have the necessary documents and information for their travel.

21 .PASSENGERS RESPONSIBILITY

While we take great care in selecting accommodation to ensure you have a comfortable stay, it's important to note that the standard of accommodation can vary significantly across different countries and regions. Since most bookings are made well in advance, it is the client's responsibility to inform us at the time of confirmation if they have any concerns or anticipate wanting to change any accommodation included in the itinerary. Any changes made after confirmation may incur a penalty. Additionally, passengers are advised to ensure that full payment for the booking is made on time through the travel agent handling the tour.

22. REFUSAL OF PASSANGER

RAPSAFARIS reserves the right to remove a passenger from the tour if their actions impact the enjoyment or safety of other tour members or staff. This includes, but is not limited to, situations where a passenger is physically, medically, or mentally unable to undertake the tour arrangements, displays unsocial or unruly behavior, or is found carrying prohibited substances or materials. The safety and well-being of the group are a top priority, and such actions may result in immediate removal from the tour without any refund.

23. PERSONAL BELONGINGS

For security reasons, it is recommended that valuables be kept to a minimum and packed in your hand luggage, along with important items like medicines, cameras, film, and electrical or battery-operated devices. It is the passenger's responsibility to look after their belongings at all times. You should also ensure that you are adequately covered by comprehensive travel insurance to protect against any potential loss or theft of your property.

24. ITINERARY DISRUPTIONS

Under normal operating conditions, itineraries will be delivered as outlined in the brochure. However, due to factors beyond our control, it may sometimes be necessary to make alterations to your itinerary. Events like significant flooding or low water levels can disrupt itineraries and may even lead to early disembarkation. We strongly recommend purchasing comprehensive travel insurance that covers such events, as RAPSAFARIS will not be liable for any direct or indirect costs incurred due to these or other circumstances beyond our control.

Published itineraries are intended as guidelines and may be subject to alterations or delays at short notice. Every effort will be made to follow the itinerary as closely as possible. The Tour Director and local guides are responsible for passengers' comfort and safety, and passengers must follow their decisions and instructions. RAPSAFARIS will not be liable for any costs resulting from changes to your itinerary caused by factors outside our control, including events like flooding or water level disruptions. Furthermore, no refunds will be provided for itinerary changes stemming from such events.

25. CLAIMS AND COMPLAINTS.

We aim to ensure your arrangements are seamless, but we understand that issues can sometimes arise during the tour. If you're dissatisfied with any aspect of your arrangements, it is important that you immediately notify the Tour Manager. If the issue remains unresolved during the journey, you should send an email to RAPSAFARIS or us, detailing the nature of the complaint and the steps you took to address it while on tour.

Please note that failure to raise the complaint at the time it occurs may impact your ability to claim compensation. Additionally, no complaint or claim will be considered if these procedures are not followed,

26. DISCLAIMER (LIABILITY)

RAPSAFARIS (hereafter referred to as 'the Company') advises that passengers should familiarize themselves with the services, quality, location, terms, and conditions of our suppliers, such as hotels, transporters, and airlines, before making a booking. The Company will not be held responsible or liable for any loss, damage, omissions, or acts—whether negligent or

otherwise—committed by the suppliers of vehicles, hotels, restaurants, or attractions used in connection with the tours.

While the Company will make every effort to operate all tours as advertised, reasonable changes to the itinerary or services may be made without prior notice if deemed necessary or advisable by the Company. No refunds will be issued for any unused services that are included in the tour price.

The information provided in the Company's brochure, including pricing, is accurate to the best of our knowledge at the time of print. However, the Company accepts no liability for any innocent inaccuracies or for any loss incurred due to force majeure.

27. CONSULATE ADVISE AND SMART TRAVELLER AUSTRALIA ADVISE

We strongly recommend that you familiarize yourself with the latest Government Consular advice and information before making a booking and prior to departure. You can do this by calling or visiting the Department of Foreign Affairs and Trade website to stay updated on travel warnings, safety information, and other essential travel guidelines.

28. FORCE MAJEURE

"Force Majeure" refers to any event that RAPSAFARIS could not have foreseen or avoided, even with all due care. This includes, but is not limited to, events such as war or the threat of war, riots, civil unrest, terrorist activity, industrial disputes, pandemics/epidemics, diseases or contamination, natural disasters, industrial or nuclear accidents, adverse weather conditions, extreme water levels, fires, changes in laws or regulations, and any other unforeseen circumstances that affect the booking contract. This also includes changes or amendments to regulations or access to services, sites, or countries due to declared epidemic or pandemic events.

If RAPSAFARIS, in its reasonable opinion, believes that any Force Majeure event prevents it from lawfully or safely providing the contracted services, RAPSAFARIS may terminate the booking contract (either in whole or in part) or modify your travel arrangements as reasonably necessary to ensure your safety. This decision will be communicated to you in writing.

In the case of cancellation or modification, RAPSAFARIS will invoice you for any additional costs incurred and offer the best possible solution under the circumstances. This may include providing a credit toward future travel or a refund for the package, minus any reasonable losses incurred before cancellation. These losses could amount to a substantial portion of the booking price. RAPSAFARIS will make reasonable efforts to minimize the losses for customers.

To protect yourself against any potential losses due to such circumstances, customers are strongly advised to take out comprehensive travel insurance.