TERMS & CONDITIONS

For requesting bookings on a Wild Being Trail adventure

DEPOSIT & PAYMENT TERMS

- The total cost for this trail will be as per the invoice issued.
- A non-refundable deposit secures your spot and confirms your booking. Payment of the deposit constitutes acceptance of these Terms and Conditions.
- To complete your booking documentation, the Wild Being Terms and Conditions and Indemnity forms must be completed in full and submitted together with confirmation/proof of payment.
- The remaining balance is due no later than 65 days before the start of the trail. If the balance is not received with proof of payment by the required date, the booking will automatically be cancelled and the deposit forfeited.
- For bookings made within 65 days of the trail start date, full payment is required within 24 hours to secure the booking.

CANCELLATION POLICY

- Cancellation requests must be submitted in writing and emailed to Wild Being at: brenton@wildbeing.africa.
- Cancellations received more than 65 days prior to arrival: the non-refundable deposit will be forfeited.
- Cancellations received 65–31 days prior to arrival: 75% forfeiture of the total trip cost.
- Cancellations received 30–0 days prior to arrival: 100% forfeiture of the total trip cost.
- Wild Being reserves the right to cancel reservations should full payment not be received 65 days prior to arrival.
- In cases of unforeseen circumstances beyond Wild Being's control which cause the trail/event to be altered, Wild Being has the right to adjust the arrangements to best suit the pre-planned itinerary, even where confirmation of the trail has already been finalised and payments made.
- If the participant leaves before completion of the trail/event, no refund will be given, unless prior arrangement between the Client and Wild Being has been agreed upon.

TERMS AND CONDITIONS

1. Participant's Requirements

1.1 Participants are required to complete and sign a “Client Profile/Indemnity Form” and “Terms and Conditions” form, where applicable.

1.2 Participants agree to the Terms & Conditions as stipulated by Wild Being, which shall apply mutatis mutandis (to every individual participant).

1.3 Medical and travel insurance are not included in the rates and are mandatory for all participants.

1.4 Participants are responsible for their own travel arrangements before and after the activity.

1.5 Wild Being is not liable for any loss or damage to the participant's personal possessions.

1.6 Participants must replace any Wild Being property lost or damaged due to their own careless or negligent behaviour. Wild Being reserves the right of admission and the right to refuse service to anyone, at its sole discretion.

1.7 The participant confirms that all information and records provided to Wild Being are accurate and truthful at the time of submission and/or signature.

1.8 The participant will provide Wild Being with a clear indication of their medical health status.

1.9 Wild Being reserves the right to request a doctor's certificate verifying that the participant is physically and emotionally fit to undertake the activity/trail.

1.10 Wild Being is not responsible for any decisions by other countries regarding the participant's entry, exit, or transit to/from South Africa. Participants must ensure they apply for the relevant visa with sufficient time before the activity/trail begins.

1.11 Wild Being is not responsible for any delays or refusals in granting visas to the participant.

1.12 The participant agrees that Wild Being has the right to use any photographs or videos provided by the participant or taken by Wild Being representatives for promotional purposes.

1.13 The participant acknowledges that risks are associated with travelling or residing in remote areas; understands that these risks are inherent to the activity/trail; confirms their participation is voluntary; and accepts all risks related to the activity/trail.

1.14 All trails have a minimum age restriction of 16 years and a maximum age restriction of 70 years, unless otherwise decided at the sole discretion of Wild Being.

1.15 The participant indemnifies Wild Being and all its representatives and partners against any and all legal claims, expenses, damages, and liabilities arising during or after the activity/trail.

1.16 Wild Being is insured through SATIB (Specialist Insurance Brokers) for General Public Liability and Professional Indemnity Cover, including 24-hour evacuation and medical crisis management in South Africa. Further details of Wild Being's

guest evacuation and repatriation cover, and the participant's responsibilities in relation to such cover, are set out in Section 7 below.

2. Complaints / Expulsion

2.1 If the participant wishes to make a complaint regarding the activity, the participant should bring the complaint to the attention of a Wild Being representative to attempt to resolve it.

2.2 If the participant chooses to leave the activity before the scheduled end date, they must provide a written account of events prior to departure.

2.3 No compensation will be provided in relation to the complaint unless extreme circumstances are involved. If Wild Being cannot resolve a serious complaint, the dispute will be referred to and resolved legally in the applicable court that falls within the jurisdiction of the Republic of South Africa.

2.4 If a participant, after being warned, continues to disrupt other participants or interfere with activity procedures, Wild Being may terminate their participation without a refund. Wild Being will not be responsible for any additional costs incurred due to expulsion.

3. Payments and Confirmation of Bookings

3.1 Rates are quoted in South African Rands (ZAR) for South African resident guests and in Euros (EUR) for international guests.

3.2 Tariffs may change without prior notice.

3.3 Quotations are valid for a period of one week from the original date.

3.4 International bank charges, intermediary bank fees and currency-conversion costs are excluded from the invoice and remain the client's responsibility.

3.5 Payments made to incorrect bank accounts are the client's responsibility, and any fees incurred to correct this are also the client's responsibility.

3.6 A non-refundable deposit is required to secure the participant's reservation. The applicable deposit amount will be as stated on the booking form and/or invoice.

3.7 Payment of the deposit confirms the booking and constitutes acceptance of these Terms and Conditions.

3.8 To complete the booking documentation, the Wild Being Terms and Conditions and Indemnity forms must be completed in full and submitted together with confirmation/proof of payment.

3.9 Full settlement of the remaining balance is required no later than 65 days before the start of the trail/event.

3.10 For bookings made within 65 days of the trail/event start date, full payment is required within 24 hours to secure the booking.

3.11 Failure to settle payment by the required date will result in automatic cancellation of the booking, with the deposit forfeited and cancellation fees applied as per this policy.

4. Cancellation Policy

4.1 Refer to the Cancellation Policy above.

5. Postponement / Amendment Policy

5.1 In cases of unforeseen circumstances beyond Wild Being's control that alter the activity/trail, Wild Being may adjust arrangements to fit the itinerary, even if confirmation and payments have already been made.

5.2 Adjustments to the itinerary will be communicated to participants as soon as reasonably possible.

5.3 Requests for changes to the activity/trail, such as different pick-up points or times, will be considered only if convenient for other participants and must be made at least one month prior to the activity start date, at the sole discretion of Wild Being.

6. POPI Act Privacy Policies and Procedures

6.1 In compliance with the Protection of Personal Information (POPI) Act 2013, Wild Being emphasises client privacy and protection of personal information.

6.2 Wild Being processes personal information in line with the POPI Act when using our website, social media platforms, or services.

6.3 Consent is obtained before adding client details to our contact/marketing database.

6.4 Personal information is used to provide services, process bookings, communicate, improve services, and share relevant marketing information.

6.5 Personal information will be stored on our systems and not disclosed to third parties except as needed for service provision, including FGASA, or in emergencies.

6.6 Clients have the right to access, correct, and delete their personal information.

7. Medical Cover, Travel Insurance and Emergency Evacuation

7.1 Wild Being has guest evacuation and repatriation cover in place through SATIB/TRUM for guests participating in Wild Being trails. This cover may assist in the case of a serious medical emergency, acute illness, or accidental bodily injury where evacuation, relocation, or repatriation is considered necessary.

7.2 The current guest evacuation cover is up to R500,000 per claim, subject to the terms, conditions, exclusions, limits and excesses of the policy.

7.3 The policy excess is 5% of the claim, with a minimum excess of R2,500 per person per incident.

7.4 The guest accepts full responsibility for any excess, shortfall, medical treatment cost, hospital cost, medication cost, follow-up treatment, additional accommodation, travel change, repatriation cost not covered by the policy, or any other personal expense arising from illness, injury, evacuation, relocation or repatriation.

7.5 Wild Being's evacuation cover does not replace the guest's own medical aid, travel insurance or personal accident cover, and does not cover medical treatment or other personal expenses except where specifically provided for under Wild Being's policy.

7.6 Each guest is required to have suitable personal medical and/or travel insurance before joining a trail, providing adequate cover for medical treatment, hospitalisation and related personal expenses arising from illness or injury. Wild

Being's evacuation cover is intended to assist with emergency evacuation, relocation or repatriation as described above, but does not replace the guest's own medical or travel insurance. Wild Being may request proof of suitable insurance before departure.

ACKNOWLEDGEMENT & SIGNATURE

I acknowledge that I am signing this agreement freely and voluntarily. I understand and agree to the Terms and Conditions above, and confirm that all information provided to Wild Being is true and correct.

_____

Participant Name

_____

Participant Signature

_____

Entity Representative Name

_____

Entity Representative Signature

_____

Date