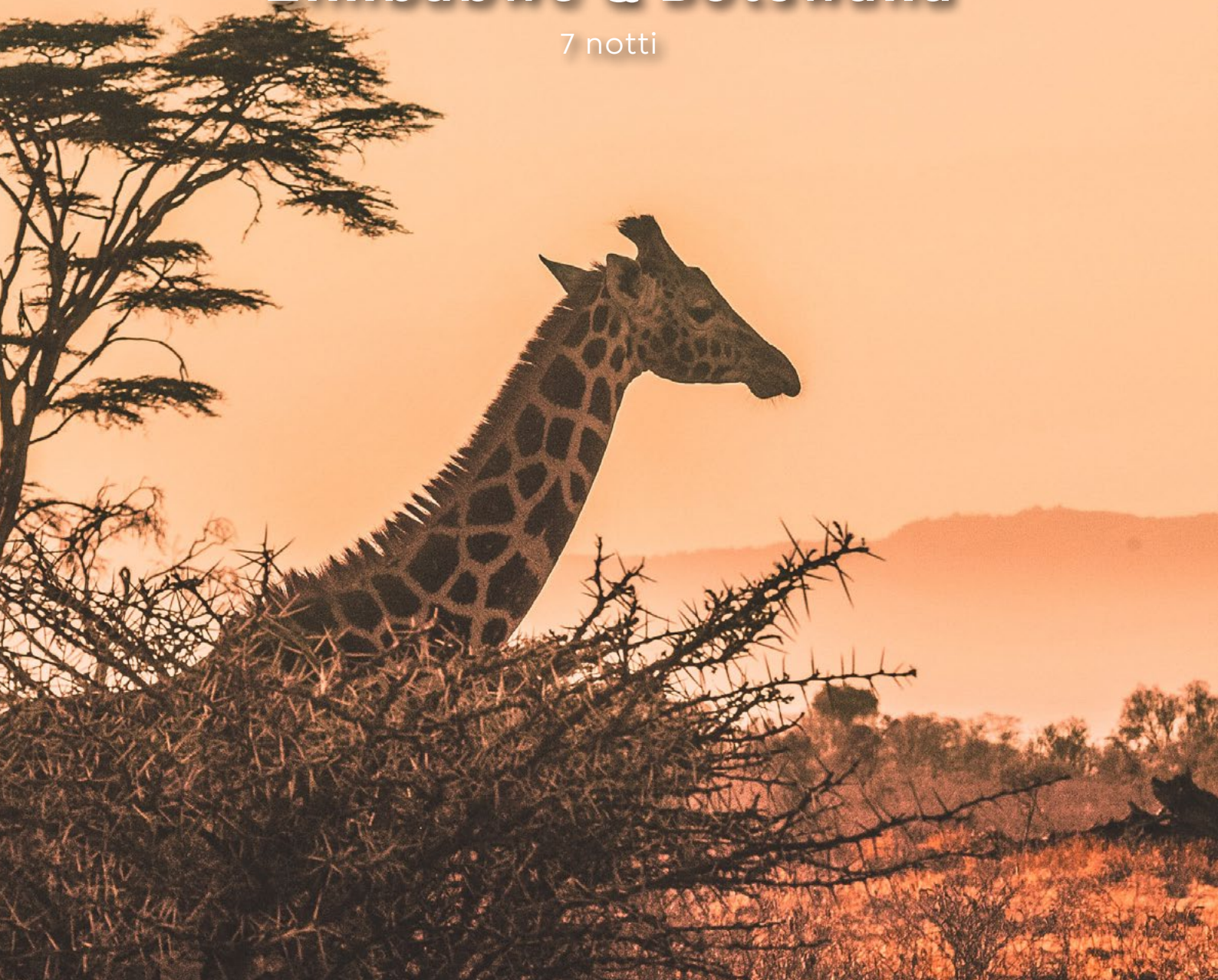


opentour[africa](#) 

# AN AFRICAN ADVENTURE Zimbabwe & Botswana

7 notti



PERIODO 01 novembre 2022 1 - 15 settembre 2023

## SERVICES IN BRIEF

<b>GIORNO 1</b> ZIMBABWE CASCATE VITTORIA	<ul style="list-style-type: none"><li>• All'arrivo all'aeroporto di Victoria Falls, incontro con un incaricato parlante inglese per un trasferimento condiviso a Batonka Guest House.</li><li>• Pernottamento Batonka Guest House in camera garden view con prima colazione.</li></ul>
<b>GIORNO 2</b> B ZIMBABWE CASCATE VITTORIA	<ul style="list-style-type: none"><li>• Tour guidato di mezza giornata programmato delle Cascate Vittoria con una guida di lingua italiana comprensivo di biglietti d'ingresso e trasferimenti di andata e ritorno da/per le Cascate Vittoria.</li><li>• Trasferimento con un autista di lingua inglese al molo per una crociera Premier Sunset River comprensiva delle tasse parco; bevande e snack</li><li>• Pernottamento Batonka Guest House in camera garden view con prima colazione.</li></ul>
<b>GIORNI 3&amp; 4</b> B,L,D BOTSWANA - CHOBE	<ul style="list-style-type: none"><li>• Incontro con l'autista parlante inglese per un trasferimento condiviso via terra fino all'aeroporto di Kasane in Botswana. Disbrigo formalità a Kazangulu – trasferimento di circa 45 minuti in totale, ma dipende dalle code in frontiera.</li><li>• Incontro con un rappresentante di Elephant Valley Lodge per un trasferimento condiviso di circa 20 minuti fino al lodge.</li><li>• Il pranzo viene servito a seconda dell'orario di arrivo al lodge.</li><li>• Pernottamento per un soggiorno di 2 notti all'Elephant Valley Lodge in una tenda Forrest in pensione</li><li>• completa comprensiva di attività safari due volte al giorno. La tariffa esclude: bevande premier.</li></ul>

<b>GIORNO 5</b> B,L,D CHOBE - DELTA	<ul style="list-style-type: none"> <li>• Trasferimento via terra con autista di lingua inglese dall'Elephant Valley Lodge all'aeroporto di Kasane, per un trasferimento condiviso con un aereo leggero alla pista di atterraggio di Kadizora.</li> <li>• Trasferimento via terra con una guida del Kadizora Camp dalla pista di atterraggio di Kadizora al lodge</li> <li>• Il pranzo viene servito a seconda dell'orario di arrivo al lodge.</li> <li>• Pernottamento al Kadizora Camp in una tenda standard con trattamento di pensione completa comprensivo di attività di safari due volte al giorno. La tariffa esclude: bevande premier.</li> </ul>
<b>GIORNO 6</b> B,L,D OKAVANGO NORD	<ul style="list-style-type: none"> <li>• Attività in mongolfiera: sveglia presto per un breve trasferimento, con una guida del Kazidora Camp, al sito di lancio. La durata dell'attività è di circa 45 minuti di volo sul delta dell'Okavango ed è comprensiva di champagne, tè/caffè e una colazione leggera all'atterraggio, oltre a un certificato personalizzato di partecipazione.</li> <li>• Traferimento safari dal sito della colazione al campo.</li> <li>• Attivita' safari pomeridiano come da inclusion lodge.</li> <li>• Pernottamento al Kadizora Camp in una tenda standard con trattamento di pensione completa comprensivo di attività safari. La tariffa esclude: bevande premier.</li> </ul>
<b>GIORNO 7</b> B,L,D OKAVANGO NORD	<ul style="list-style-type: none"> <li>• Pernottamento al Kadizora Camp in una tenda standard con trattamento di pensione completa comprensivo di attività safari. La tariffa esclude: bevande premier.</li> </ul>
<b>GIORNO 8</b> B PARTENZA	<ul style="list-style-type: none"> <li>• Trasferimento via terra da Kazidora alla pista di atterraggio di Kadizora, per un volo in aereo leggero per Maun - Botswana</li> </ul>

**Sono escluse le bevande, le mance e quanto non espressamente indicato nei “Servizi in Breve”.**



L'attività della Mongolfiera è inclusa solo nella stagione dal 1 maggio al 15 settembre 2023. Durante gli altri mesi la giornata sarà dedicata alle attività di safari classici nel Okavango.

## DETAILED ITINERARY

### GIORNO 1 - ZIMBABWE, CASCATE VITTORIA

All'arrivo all'aeroporto di Victoria Falls, incontro con un incaricato parlante inglese per un trasferimento condiviso al Batonka Guest Lodge.

Situato a breve distanza dalle cascate Victoria (raggiungibile a piedi), il Batonka Guest Lodge è un piccolo ed elegante rifugio sul lato dello Zimbabwe delle cascate.

Batonka offre camere confortevoli e di buon valore, ognuna con la propria veranda che si apre sui prati circostanti, nonché tutte le comodità moderne necessarie per sentirsi rilassati e come a casa.

Le camere con porte comunicanti rendono Batonka ideale per le famiglie, mentre coppie e romantici potranno godere dell'elevato livello di servizio personale e dell'intimità del giardino lontano dal trambusto della città di Victoria Falls.

Pernottamento Batonka Guest House in camera garden view con prima colazione.



## **GIORNO 2 - ZIMBABWE, CASCATE VITTORIA**

Dopo la prima colazione, incontro con la guida parlante Italiano per una visita delle Cascate dal lato del Zimbabwe.

David Livingstone fu il primo occidentale a vederle (nel 1855) e da allora le cascate Vittoria, tra Zambia e Zimbabwe, hanno conquistato una tale fama da attirare viaggiatori da tutto il mondo fino a diventare, nel 1989, Patrimonio dell'Umanità Unesco.

Le Cascate possono essere visitate da entrambi i versanti ma ognuno di questi ha una propria peculiarità, offre attrazioni e attività differenti e quindi una serie di PRO e CONTRO relativamente a quello che si sceglie di privilegiare. Sia dal lato dello Zambia che da quello dello Zimbabwe si trova un percorso che conduce a diversi punti panoramici sul lato e di fronte alle cascate, dove si possono ammirare le Cascate Vittoria in tutta la loro potenza e bellezza.

Praticamente parlando, non vi è una grande differenza tra i due diversi stati, salvo forse preferire lo Zimbabwe per il maggiore numero di punti panoramici. Per esperienze più adrenaliniche come la "Piscina del Diavolo", è necessario fare una incursione anche in Zambia.

Da gennaio ad aprile è la stagione delle piogge - Le Cascate Vittoria pian piano aumentano la loro portata d'acqua e tornano ad essere potenti e cariche.

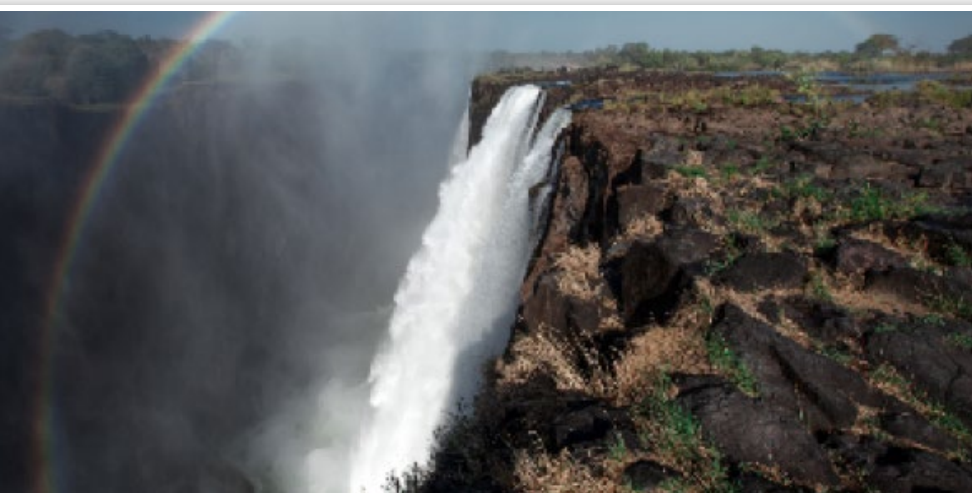
Il fascino per vedere le "Mosi oa Tunya" è davvero unico. Il clima è umido e le temperature oscillano tra i 20 e 30 gradi. La foresta e la vegetazione rigogliosa sono una cornice splendida a questo paradiso terrestre considerato una delle 7 meraviglie della terra.

Da maggio a metà agosto le Cascate Vittoria raggiungono il loro massimo splendore. Le belle giornate e l'arrivo dell'inverno permettono temperature miti e fresche (a giugno e luglio anche fredde). Le cascate hanno una portata d'acqua che inizia pian piano a diminuire col passare delle settimane soprattutto durante l'inverno.

Da metà agosto a dicembre le Cascate Vittoria diminuiscono la loro portata d'acqua riducendosi a rigagnoli che si tuffano nella gola. Ma è un periodo meraviglioso per vederle nella sua immensità non oscurati dall'acqua e dagli spruzzi delle altre stagioni. Osservare fino in fondo la gola il fiume Zambesi che riprende il proprio percorso lungo il proprio letto ha un fascino esclusivo. Le temperature, con i primi di settembre, iniziano a rialzarsi trovando nella stagione secca il caldo dei 35-40 gradi. Rientro in hotel per pranzo (escluso).

Verso le 16.00 trasferimento al fiume Zambezi per una mini-crociera al tramonto con aperitivo. Escursione di circa 2 ore.

Pernottamento Batonka Guest House in camera garden view con prima colazione.



## **GIORNO 3 – ZIMBABWE - BOTSWANA, CHOBE**

Prima colazione a Batonka e partenza con l'autista parlante inglese per il Botswana – Kasane.  
Trasferimento condiviso.

Disbrigo delle formalità alla frontiera di Kazangulu e arrivo all'aeroporto di Kasane.  
Incontro con un rappresentante di Elephant Valley Lodge per un trasferimento condiviso di circa 20 minuti fino al lodge.

Elephant Valley Lodge è circondato dalla magnifica savana africana. Si trova in una posizione unica che domina la valle di Lesoma nel distretto di Chobe, che ospita la più grande popolazione di elefanti africani nel mondo.

Il lodge include emozionanti safari in veicoli 4x4 scoperti e crociere in barca lungo il fiume Chobe.  
Il Lodge dispone di 20 camere tendate spaziose con set per la preparazione di tè e caffè, ventilatore, coperte elettriche in inverno, asciugacapelli, punti di ricarica oltre a doccia e servizi igienici privati. Otto tende hanno una vista sulla valle verso il buco dell'acqua e dodici tende sono immerse nei rigogliosi prati della foresta.

Pernottamento per 2 notti al Elephant valley Lodge in camera tendata, Forest con pensione completa, bevande selezionate, e 2 attività safari al giorno (crociera di barca mattutina e game drive pomeridiano).



#### **GIORNO 5 - BOTSWANA, CHOBE – OKAVANGO NORD**

Trasferimento via terra con autista di lingua inglese dall'Elephant Valley Lodge all'aeroporto di Kasane, per un trasferimento condiviso con un aereo leggero alla pista di atterraggio di Kadizora.

Trasferimento via terra con una guida del Kadizora Camp dalla pista di atterraggio di Kadizora al lodge

Il campo di Kadizora si trova tra il fiume Vumbura e il canale Selinda nella remota parte settentrionale del Delta dell'Okavango sovrastante una panoramica pianura con giganti Marulas, Sicomoro, Jackalberry che offrono ombra in tutto il campo

Le zone settentrionali del Delta dell'Okavango presentano grandi distese di savane punteggiate da lagune e affluenti. E' sulle rive di uno di questi fiumi che è stato costruito il Kadizora Camp. Perfettamente inserito fra maestosi alberi e lungo una penisola, il campo è stato progettato per garantire assoluta privacy per tutti gli ospiti.

Ciò per cui è noto, tuttavia, è la sua posizione remota, il basso numero di visitatori - situato ai margini di una penisola in questa parte del Delta, offre comfort e lusso insieme a una fantastica esperienza di Okavango.

Pernottamento, pensione completa con bevande selezionate incluse e tutte le attività safari al Kadizora Camp.



**GIORNO 6- BOTSWANA, KADIZORA-OKAVANGO NORD**

Questa mattina, sveglia alle 04:00 e partenza per un trasferimento safari alle 4.30 – fino ad arrivare al sito di lancio della mongolfiera alle 05:30.

All'arrivo sul luogo di lancio alle 05:30 mentre il pallone viene gonfiato, gli ospiti possono gustare un tè o un caffè prima di decollare alle 06:00.

La durata del volo in mongolfiera è di 45 minuti sul delta mozzafiato.

All'atterraggio del pallone intorno alle 07:00, gli ospiti riceveranno champagne celebrativo, tè o caffè e colazione leggera insieme a un certificato personalizzato all'atterraggio.

Alle 07:30 un game drive ritorna al campo di Kadizora.

Kadizora è l'unico campo nel Delta dell'Okavango ad offrire giri in mongolfiera direttamente dalla concessione del lodge. L'esperienza di un safari in mongolfiera, in una delle più grandi destinazioni faunistiche al mondo e' il non plus ultra del safari – sorvolando un paesaggio inondato di canali d'acqua, punteggiato di isole e la grande fauna africana.

**L'ATTIVITA DELLA MONGOLFIERA E' INCLUSA SOLO NELLA STAGIONE DAL 1 MAGGIO AL 15 SETTEMBRE 2023. DURANTE GLI ALTRI MESI LA GIORNATA SARA' DEDICATE ALLE ATTIVITA; DI SAFARI CLASSICI NEL OKAVANGO.**

Pernottamento, pensione completa con bevande selezionate incluse e tutte le attività safari al Kadizora Camp.





## **GIORNO 7 – ZIMBABWE – BOTSWANA, OKAVANGO**

In questo giorno puoi scegliere tra le varie attività offerte, un safari mattutino, un mokoro o una crociera in barca.

### **SAFARI MATTUTINO**

Sveglia intorno alle 05:30.

Alle 06:00 partenza per il game drive.

Alle 09:00 colazione nel bush

Ritorno al campo intorno alle 11:00

Il pranzo è servito dalle 12:30.

Relax fino al tè alle 15:30, seguito da un altro safari, mokoro o attività di crociera in barca alle 16:30.

Al ritorno al campo tra le 18:00 e le 19:00, tempo per rinfrescarsi e cena alle 19:30 circa.

Crociera in barca del mattino o Mokoro

La colazione viene servita alle 07:30 per coloro che desiderano fare il mokoro o la crociera in barca.

Alle 08:00 partenza dal campo per l'attività.

Quelli dell'attività acquatica tornano al campo verso le 09:30. Il pranzo è servito dalle 12:30.

Tempo libero fino all'high tea alle 15:30, seguito da un safari in veicolo scoperto/ un'altra attività di mokoro o crociera in barca alle 16:30.

Al ritorno al campo tra le 18:00 e le 19:00, tempo per rinfrescarsi e cena alle 19:30 circa.

Pernottamento al Kadizora Camp in una tenda standard con trattamento di pensione completa comprensivo di tutti i pasti, tè, snack, bevande locali selezionate, bibite e acqua e attività safari due volte al giorno. La tariffa esclude: bevande premier.

## **GIORNO 8 – PARTENZA**

Trasferimento con un volo

## **FINE DEI SERVIZI**





# TERMS AND CONDITIONS

## OpentourAfrica Terms and Conditions ITINERARY INFORMATION AND BOOKING CONDITIONS

### 1. OUR SERVICES IN BRIEF

- 1.1. The “Services in Brief” represent the exact services quoted and which will be vouchered upon confirmation.
- 1.2. Room types quoted are as per Services in Brief.
- 1.3. Beverages are excluded unless otherwise indicated in the above “services in brief”.
- 1.4. No flights are included unless otherwise specified.
- 1.5. Standard check-in times at hotels may vary. Early check-in may be requested; however, it is at the discretion of the hotels and is not guaranteed.
- 1.6. Standard check-out times in hotels may vary. Late check-out is possible; however, it is at the discretion of the hotels and is not guaranteed.
- 1.7. When complete manual itineraries are created, descriptions may mention excursions and/or visits that are not necessarily quoted or included in the proposal. It is therefore always important to refer to “Services in Brief”.

### 2. VISA REQUIREMENTS ZIMBABWE AND BOTSWANA

There is no need to arrange the visa prior to arrival as you will be able to purchase one at the border post between Zambia & Zimbabwe through their Immigration Offices.

Please ensure that you have US Currency in small denominations with you to pay. The cost is US\$30 single-entry, US\$45 double-entry, US\$55 multiple entry – you will need your valid passport, itinerary, exit ticket, and cash payment for your visa.

We will do our best to always have the updated costs of visa’s available indicated here, however please be aware that these costs are subject to change without prior notice by the government, of any particular country.

KAZA Univisa: The KAZA Univisa covers entry into both Zambia and Zimbabwe. This visa is the same price and the perfect choice for those going on safari in both countries, and those wanting to visit both sides of Victoria Falls. Tourists save time and money because they only have to obtain one visa to access/ visit both countries. It costs US\$50 and lasts up to 30 days as long as you remain within Zambia and Zimbabwe. It also covers those who visit Botswana for day trips for the Kazungula borders.

### 3. GENERAL:

- 3.1. If your itinerary includes a small air charter transfer, please remember there are always luggage restrictions on light aircraft. Only soft (duffel) bags will be accepted. The rule of thumb for this is a bag soft enough for you to easily manipulate its shape. Hard suitcases cannot be accepted, as it is not possible to physically fit them into the aircraft. This includes camera equipment and hand luggage. All luggage must be able to fit into the belly pods of the aircraft.

## EXTRACTS FROM OUR BOOKING TERMS AND CONDITIONS:

### PLEASE NOTE:

The receipt of a formal booking confirmation in writing for a reservation with OpentourAfrica constitutes consent to all the terms, conditions and provisions stipulated by OpentourAfrica.

**We require all passengers to take out and maintain comprehensive travel insurance. Participation in any quoted and/or booked Itinerary may be refused in the absence of such comprehensive travel insurance.**

### 1. HOW TO BOOK

- 1.1. Confirmations, amendments, and cancellations of bookings must be received by OpentourAfrica (“OTA”) in writing by means of electronic mail (not WhatsApp messages or Skype chats).
- 1.2. Confirmed bookings are subject to price adjustments in the event of changes in government-imposed taxes, tourism levies, regional taxes, or levies of whatever nature.
- 1.3. All reservations are subject to our cancellation policy as well as those of third-party suppliers.

### 2. PAYMENT

- 2.1. Full payment of a reservation is due **on or before 30 days prior** to date of arrival of the traveller/s, or if booking is **made within 4 weeks prior** to departure, the total cost of the package must be paid at the time of booking.
- 2.2. All prices are net of any financial transaction charges. Bank charges are therefore the responsibility of the booking Agent/Client.
- 2.3. Payment shall, in all instances, be made in the currency in which the quotation was accepted and in which the invoice is generated.

### 3. CANCELLATIONS

- 3.1. Should a confirmed booking be cancelled, the **booking deposit is forfeited.**
- 3.2. The following cancellation fees shall be payable in the event of cancellation:
  - 3.2.1. **45 days to 30 days** to departure – **35%** of total invoice;
  - 3.2.2. **29 days to 10 days** to departure – **60%** of total invoice;
  - 3.2.3. **9 days** to departure – **100%** of total invoice
- 3.3. Note that OTA contracts the services and accommodation of third-party suppliers who have their own cancellation policies that may differ from ours and these shall also apply to all bookings. The relevant Terms and Conditions of third-party suppliers are available on request and it remains the passenger’s responsibility to avail themselves as to the contents thereof.

### 4. INSURANCE

- 4.1. It is a condition of booking that the traveller has taken up and maintains comprehensive travel and medical insurance to cover themselves and any travelling dependents/companions for the duration of their trip. This insurance should include cover in respect of, but not be limited to, the following eventualities:



- 4.1.1. cancellation and curtailment;
- 4.1.2. emergency evacuation expenses;
- 4.1.3. medical expenses;
- 4.1.4. repatriation expenses;
- 4.1.5. damage / theft / loss of personal baggage, money, and goods.
- 4.2. OTA, including its representatives and employees, will have no responsibility for any costs or losses incurred or suffered by the traveller, traveller's dependents or travelling companions, with regards to, but not limited to, any of the abovementioned eventualities.
- 4.3. Should the traveller not be carrying the relevant insurance cover, they may be charged directly by the relevant service providers for any emergency services they require or may find themselves unable to access such services.

## 5. GENERAL CONDITIONS

- 5.1. The transport, meals, entrance fees, accommodation and other facilities and services that are to be supplied on tours and journeys, are those specifically stated and described in the **SERVICES IN BRIEF** of the Itinerary presented.
- 5.2. Each Tour and Itinerary requires the organisation of transport, meals, entrance fees, accommodation and/or other facilities and services. OpentourAfrica will curate and offer assistance throughout the journey and itinerary and will be available to assist at all hours. OTA, however, has no direct control over third-party suppliers and accordingly accepts no responsibility for any injury, damage, loss, accident, delay, irregularity and/or inconvenience caused by any supplier for the supply of any service or by an act or omission or negligence of any supplier or its employees.
- 5.3. OTA reserves the right to alter or substitute routes, refreshments, meals, accommodation, itineraries, tours, services, vehicles and/or arrangements should conditions necessitate it. Substitutes of equal value will be offered where possible.
- 5.4. OTA shall not be held responsible or liable for any delays or additional costs incurred as a result of airlines not running to schedule.
- 5.5. The onus is on the traveller to ensure that their passports are valid for travel, that they are in possession of valid visas for all countries being visited, and that all necessary health certificates for these destinations are in order. OTA shall not be held liable for any visas, or costs thereof, not obtained by the traveller prior their travel.
- 5.6. Travellers are advised that many areas within Africa and the Indian Ocean are malarial and all travellers must consult their doctors before travelling and ensure that all anti- malarial precautions are taken, followed and advised upon at the time of travel.
- 5.7. Many lodges in Africa are not fenced off and the areas travelled to have wild animals. Attacks are rare, but no guarantee can be given that this will not occur. Neither OpentourAfrica, its employees or agents shall be liable for any injury or incident whilst within a wildlife area.
- 5.8. "Force Majeure" means any circumstance beyond the reasonable control of OpentourAfrica (including, but not limited to, acts of God, explosion, flood, fire, war or threat of war, sabotage, civil disturbance, quarantine, government intervention, pandemics, weather conditions or other unexpected occurrences).

- 5.8.1. OpentourAfrica shall not be deemed to be in breach of these terms and conditions or otherwise be liable to the Client by reason of delay in performance, or by non-performance, of any of its obligations hereunder to the extent that any such delay or non-performance is due to any Force Majeure Event;
- 5.8.2. If OpentourAfrica and its contracted services are affected by Force Majeure it shall be entitled to, and may in its sole and absolute discretion, vary or cancel any itinerary or arrangement in relation to the tour or safari;
- 5.8.3. No refunds are given for circumstances arising or events occurring beyond OpentourAfrica's reasonable control that may necessitate alternative arrangements having to be made to ensure the safety and/or further participation and enjoyment of the tour or safari.
- 5.8.4. In the unlikely event of a vehicle breakdown that is beyond OpentourAfrica's control and immediate repair, OpentourAfrica will arrange to have the spare part sent to the vehicle's location as soon as practically possible. OpentourAfrica reserves the right to alter the itinerary accordingly in order to make up any time lost due to any unforeseen circumstances.
- 5.9. OpentourAfrica reserves the right to cancel the tour and in such an event shall only refund the Client those amounts paid to date and recovered from third-party suppliers.
- 5.10. Any decision made by the tour guide, acting as a OpentourAfrica's representative, shall be deemed final on all matters.
- 5.11. OpentourAfrica shall not be responsible or liable for any Client who commits an illegal or unlawful act in any country visited, or the consequences of such an illegal act. The Client may in such circumstances be excluded from the tour without a refund, at the sole discretion of OpentourAfrica or our representative.
- 5.12. Should OpentourAfrica or our representative consider a client unsuitable for a tour (due to mental or physical illness or implied danger to any other Client or Company representative) it may at, its sole discretion, decline to carry the Client further.
- 5.13. Should a Client cause severe inconvenience or annoyance to other Clients, OpentourAfrica may decline to carry the Client further, without any refund whatsoever. This shall be considered as a last resort and will therefore only be enforced after extensive intervention by the tour guide or representative.
- 5.14. In the unlikely event that the Client has a complaint, OpentourAfrica must be informed immediately so that the complaint can be investigated. Should the Client have any further complaints, these must be lodged in writing to OTA within 1 month of the tour end date. If these procedures are not followed, OpentourAfrica will not commence with nor continue any investigation of said complaint.
- 5.15. Any claim or dispute which may arise between any traveller and OTA, including any claim for loss or damage due to injury to person or property, shall be resolved, in the first instance, by mediation and negotiations and should the parties fail to reach consensus, by arbitration in accordance with the laws of the Republic of South Africa. In all matters where it is or may become necessary to have recourse to the court, the courts of the Republic of South Africa shall have sole jurisdiction to the exclusions of the courts of any other country and the law of the Republic of South Africa shall prevail.



## 6. PROTECTION OF YOUR PERSONAL INFORMATION

- 6.1. OpentourAfrica are committed to conducting business in compliance with all applicable laws and are committed to protecting your privacy and to process your personal information in a responsible, lawful, and transparent manner.
- 6.2. The Protection of Personal Information Act, 4 of 2013 (POPIA) provides that when one processes another's personal information, such collection, retention, dissemination and use of that person's personal information must be done in a lawful and transparent manner and where necessary consent must be given for the processing of such personal information.
- 6.3. In our engagement with you, OpentourAfrica will have to process your personal information, the details of which to be explained below:

### Information Officer and Deputy Declaration:

The business contact details are as follows:

**Address:** Bundu Rocky Wildlife Estate, 24 Kiaat Road, White River, South Africa

**E-mail:** angela@opentourafrika.com

**Telephone:** + 27 (0)82 895 5601

### Information Officer:

The contact details of the business Information Officer are as follows:

**Name:** Angela C Ostlind

**E-mail:** angela@opentourafrika.com

**Telephone:** + 27 (0)82 895 5601

### 6.4. What Personal Information will be collected?

- 6.4.1. Identity Information - first name, last name, date of birth, gender or similar identifier, title;
- 6.4.2. Contact Data - Tax Invoice address, delivery address, email address and telephone numbers;
- 6.4.3. Correspondence Data - details of your correspondence with us;
- 6.4.4. Financial Data - bank account details, payment card details, proof of payments, bank statements;
- 6.4.5. Transaction Data - includes details about payments to and from you and other details of products and services, you have purchased from us, as well as details of your insurance;
- 6.4.6. Marketing and Communications Preferences Data - includes your preferences in receiving marketing from us and our third-party service providers as well as your communication preferences;

### 6.5. How we get the personal information and what we use it for:

Most of the personal information we process is provided to us either directly or indirectly by you, but may also be received from third-party sources in order to:-

- 6.5.1. render customer related services and administration of customer accounts;
- 6.5.2. conduct criminal, credit, reference, and other related reference checks;
- 6.5.3. authenticate and identify you customer;
- 6.5.4. send you email notifications that you have specifically requested;
- 6.5.5. notify you about changes to our services as well as our terms of service;



**6.6. When will we process your personal information:**

In terms of the Protection of Personal Information Act (POPIA), the justification ground which we base our processing on consists out of the following:

- 6.6.1. The processing is necessary in order for us to deliver the relevant and agreed upon services to you;
- 6.6.2. Since we enter into an agreement with you and may enter into agreements with third-party service providers on your behalf, we have an obligation to ensure the use and storage of your correct personal information;
- 6.6.3. The processing is necessary for pursuing our legitimate business interests.

**6.7. Storing your personal information:**

We maintain records of your personal information for as long as it is necessary for lawful purposes in accordance with the law, including fulfilling your requests, providing services to you, complying with legal obligations, resolving disputes, and enforcing agreements as proof. These records may be held in electronic format.

**6.8. Consent**

Once you've provided consent to us to process your personal information, you may withdraw your consent at any time. This does not affect the processing of personal information that has already occurred. If you withdraw your consent, your personal information will only be processed as provided for in law, and, if the circumstances make it reasonable and lawful for us to do so.

**6.9. Objecting to the Processing of Information**

In certain instances, you may object to the processing of your personal information, if it is reasonable to do so, unless we may process same in law. This must occur on the form prescribed by POPIA. This does not affect personal information already processed. If you object and we agree with your objection, your personal information will only be processed as provided for in law. If you exercise this right and, if the circumstances make it reasonable and lawful for us to do so, we may terminate our relationship with you. You should use Form 1 of the Regulations to object to any consent requested in this regard.

**6.10. Security of Personal Information**

We are committed to ensuring the security of your personal information to protect it from unauthorized processing and access as well as loss, damage, or unauthorized destruction. There are inherent risks in the electronic transfer and storage of personal information. We have implemented and continually review and update our information protection measures to ensure the security, integrity, and confidentiality of your information. These measures include the physical securing of the offices where information is held, the locking of cabinets with physical records, password control to access electronic records, off-site data back-ups and stringent policies in respect of electronic record storage and dissemination. In addition, only those employees and service providers that require access to your information to discharge their functions and to render services to us are granted access to your information and only if they have concluded agreements with or provided undertakings regarding the implementation of appropriate security measures, maintaining confidentiality and processing the information only for the agreed purposes.

#### 6.11. Your rights under the POPIA and the Privacy Notice as data subject

- 6.11.1. Request access to your personal data – This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it;
- 6.11.2. Request correction of the personal data that we hold about you – This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data so provided;
- 6.11.3. Request erasure of your personal data – This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons, which will be notified to you, if applicable, at the time of your request.
- 6.11.4. The right to be informed – You have the right to be provided with clear, transparent, and easily understandable information about how we use your personal data;
- 6.11.5. The right to data portability – The personal data you have provided us with may be portable. This means it can be moved, copied, or transmitted electronically under certain circumstances.
- 6.11.6. The right to restrict processing – Under certain circumstances, you have the right to restrict the processing of your personal data.

#### 6.12. Accuracy of Personal Information

It is important that we always have accurate information about you on record as it could impact on our communication with you. You must therefore inform us as soon as any of your information changes. You may also request that we correct or delete any information. Such a request must be made in writing on the prescribed form to the Information Officer and must provide sufficient detail to identify the information and the correction or deletion required. Information will only be corrected or deleted, if we agree that the information is incorrect or should be deleted. It may not be possible to delete all the information if there is a legal basis to retain the information.

#### 6.13. Complaints about Processing of Information

All enquiries, requests or concerns regarding this Notice or relating to the processing of your personal information should be addressed to the Information Officer. If you believe that we process your personal information contrary to this Privacy Notice or in contravention of the law, please contact the Information Officer immediately. You may also lodge a complaint with the Information Regulator.

#### 6.14. The Information Regulator (South Africa)

33 Hoofd Street Forum III,  
3rd Floor Braampark  
P.O Box 31533  
Braamfontein  
Johannesburg, 2017  
e-mail: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)

## 7. CONSENT

The acceptance of a quotation in writing for a booking with OpentourAfrica constitutes consent to all the terms, conditions and provisions stipulated by OpentourAfrica. It shall be the responsibility of booking agents and travellers to avail themselves of the contents of these Terms and Conditions and tend to the signature of the Indemnity and Waiver provided. Failure to sign these Terms and Conditions and/or the Indemnity and Waiver will not negate the applicability thereof to any transaction between the Parties.