



Travel with peace of mind

We understand your need to travel, and no one understands it better. But we also understand your apprehension to travel in these unorthodox times.

That is why we've teamed up with the best partners, insurance and service providers to give you guaranteed peace of mind.

info@discoverafrica.com



Flexible booking guarantee

Discover Africa act as agents and as such we are bound by the terms and conditions of our suppliers, however we understand that the presence of the COVID-19 pandemic has brought about uncertainty.

We are therefore committed to working only with partners who are willing to offer us and our valued guests flexible policies, in particular offering a full refund of any money paid should travel not be possible due to COVID-19.

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**a full refund of any money paid
should travel not be possible**

The following will apply to any new
bookings taken from 01 August 2020 until
further notice

1 OUR STANDARD TERMS

At the time of booking, the standard deposit policy
will apply as per our Standard Terms
and Conditions

2 WE WILL OFFER A POSTPONEMENT

Should travel not be possible due to COVID-19, we
will offer a postponement on your travel
arrangements at no extra cost (if the new
booking falls in a different season, seasonal
surcharges may apply)

3 FULL REFUND ON YOUR DEPOSIT

Should postponement not be possible, we will
offer you a full refund on the deposit
amount paid (less an administration fee of 5% -
charged by the suppliers)



Refunds will be offered under these conditions

1 61 DAYS BEFORE TRAVEL

To be fair to our suppliers the Cancellation must be received in writing by Discover Africa at least 61 days before your intended travel date (cancellations received within 60 days of travel will be liable to the standard terms and conditions)

2 COMPLETE TRANSPARENCY

Should the supplier we are booking with not offer these flexible terms, we will negotiate with them on your behalf and should they not agree, Discover Africa will inform you prior to deposit payment and will offer you alternative options for consideration

3 RESTRICTED TRAVEL

These terms will only apply for cancellation due to COVID-19, in that the government of your country of residence or intended destination restrict travel, having a direct impact on your travel plans.



Please note;

To protect our suppliers, cancellations due to fear of contracting COVID-19 or the prevalence of comorbidities will not constitute legitimate grounds for waiver of cancellation fees.

Should the qualifying criteria listed above not be present, Discover Africa's standard Cancellation Terms and Conditions will apply.



Have questions?

Of course you have questions and we'd love to help.

How to ask your questions...

1

**EMAIL OR
CALL US**

Email your questions to
info@discoverafrica.com

Or if you want chat
+27 (0)21 422 3498

2

**OR FILL OUT
THE EASY FORM**

Fill out our easy form and
we can get back to you
with some answers.

[Click Here](#)

