

ROWAN POORTIER SIGNATURE SAFARIS

Booking Terms & Conditions

Rowan Poortier, trading as Rowan Poortier Signature Safaris

Effective Date: 22 January 2026

These Terms and Conditions govern all bookings made with Rowan Poortier Signature Safaris (“the Company”), a sole proprietorship operated by Rowan Poortier. Accepting a quote, making payment, or instructing the Company to proceed in any form constitutes full and unconditional acceptance of these Terms and Conditions — on behalf of yourself and all persons included in the booking — whether or not they have been individually read. Ignorance of these Terms and Conditions does not exempt any client from their provisions.

1. Definitions

“Company” means Rowan Poortier trading as Rowan Poortier Signature Safaris.

“Client” means the person making the booking and all travellers included in the booking.

“Package” means the total safari experience quoted and confirmed in writing, including but not limited to accommodation, photographic guiding and hosting, transfers, and any other services arranged by the Company.

“Suppliers” means third-party providers engaged by the Company on the client’s behalf, including lodges, reserves, charter operators, and transfer companies.

“Photographic Guide and Host” means the role fulfilled by the Company in the field — leading photographic sessions, advising on technique and composition, making field positioning calls, and hosting the overall safari experience.

2. Booking Your Safari Experience

2.1 The person making the booking confirms they have authority to accept these Terms and Conditions on behalf of all travellers in the booking.

2.2 Acceptance of Terms: Accepting a quote, making payment in full or in part, or instructing the Company to proceed with any booking in any form — whether verbally, in writing, or by electronic communication — constitutes full, unconditional, and legally binding acceptance of these Terms and Conditions on behalf of the client and all persons in the booking. It is the client’s responsibility to read these Terms and Conditions before proceeding. Failure to read them does not exempt any client from any provision contained herein.

2.3 All communication relating to your booking will be sent to the email address provided. It is your responsibility to ensure those details are accurate and regularly monitored.

2.3 All bookings must be made directly through the Company.

2.4 A booking is only confirmed once the Company has received full payment of the total invoiced amount and has issued written confirmation. Any quotation, itinerary, provisional reservation, or space held does not constitute a confirmed booking.

2.5 The Company reserves the right to refuse any booking at its discretion. If a booking is refused before confirmation, any monies received will be refunded in full.

3. Quote Validity and Pricing

3.1 All quotations issued by the Company are valid for 7 (seven) calendar days from the date of issue, unless otherwise stated in writing. After this period, prices, availability, and itinerary components are subject to change without notice.

3.2 The Company is under no obligation to honour an expired quote. A revised quote will be issued upon request.

3.3 All tours and safaris are sold as package prices. The Company is not obligated to provide a breakdown of individual costs, margins, commissions, professional time, or service components included in any package price.

3.4 The total package price reflects the overall value of the itinerary, professional expertise, operational costs, supplier rates, and commercial considerations at the time of sale. Acceptance of the quote and full payment confirms acceptance of the total package price without qualification.

3.5 Price escalation: Where a client fails to pay within the quote validity period and subsequently wishes to proceed, the Company reserves the right to issue a revised quote reflecting current supplier rates, exchange rate movements, or any other cost changes. The Company will not absorb supplier price increases arising from a client's delay in payment or confirmation.

4. Payment Terms

4.1 Full payment is required to confirm any booking. No bookings will be confirmed, secured, or ticketed until full cleared funds are received by the Company.

4.2 Where the Company agrees in writing to a different payment arrangement, such agreement will apply strictly as confirmed in writing and supersedes this clause only to the extent specified.

4.3 It is the responsibility of the payer to ensure payments are made timeously and that cleared funds are received. No payment reminders are guaranteed.

4.4 Bank charges and transfer fees are the responsibility of the paying party. The Company must receive the full invoiced amount net of all charges.

5. Changes and Cancellations by the Company

5.1 The Company reserves the right to make changes to itineraries where reasonably necessary due to operational requirements, supplier availability, safety considerations, or circumstances beyond its control.

5.2 Minor changes — including changes to timings, routing, accommodation of a comparable or higher standard, guides, vehicles, or activity sequencing — do not constitute grounds for compensation or refund.

5.3 The Company may cancel a booking prior to departure in circumstances including but not limited to: non-payment, supplier failure, safety concerns, or events beyond the Company's control. In such cases, any refund will be limited to amounts actually recovered from suppliers, less reasonable administration costs.

5.4 All air transportation is subject to the conditions of carriage of the relevant carrier, which may limit or exclude the carrier's liability.

6. Cancellation by the Client

6.1 You may cancel your booking by providing written notice to the Company. The effective date of cancellation is the date on which the Company receives your written notice.

6.2 Once a booking is confirmed and full payment received, the total package price is non-refundable, without exception. This applies regardless of the reason for cancellation, including personal circumstances, illness, travel disruption, or any other cause.

6.3 The Company's professional time, photographic guiding expertise, planning effort, itinerary curation, and embedded service components are non-refundable under all circumstances.

6.4 The Company will make reasonable efforts to recover funds from third-party suppliers on the client's behalf, but cannot guarantee any recovery. Any amounts recovered from suppliers — after deduction of a reasonable administration fee — will be remitted to the client.

6.5 Amendments requested after booking confirmation may incur supplier amendment fees, fare differences, rate increases, and administrative charges at the client's cost.

A confirmed booking represents a material commitment: supplier costs are secured, dates are held exclusively, and the Company's availability is reserved for your trip. Comprehensive travel insurance covering cancellation for any reason is therefore strongly advisable and separately required under Clause 9.

7. Third-Party Suppliers and Liability

7.1 The Company acts as a tour operator and travel arranger. It does not own, manage, or control airlines, charter operators, lodges, reserves, transfer operators, or activity providers.

7.2 While the Company exercises reasonable care in selecting reputable suppliers, it is not liable for the acts, omissions, negligence, or default of any third-party supplier.

7.3 The Company is not liable for death, injury, illness, loss, damage, delay, or additional expense arising from:

- acts or omissions of third-party suppliers;
- acts or omissions of clients or other travellers;
- wildlife behaviour, natural events, or terrain;
- events beyond the Company's reasonable control.

7.4 Third-party suppliers have their own rules, safety procedures, luggage limits, age restrictions, and participation requirements. Clients agree to comply with supplier rules while using their services. Where supplier terms are stricter than these Terms and Conditions, the supplier's terms apply to that service.

7.5 Nothing in these Terms and Conditions is intended to exclude liability where such exclusion is not permitted by South African law.

8. Photographic Guiding, Hosting and Guide Authority

8.1 Role of the Company: The Company's role is that of Photographic Guide and Host. This encompasses leading photographic sessions, advising on camera technique, composition, light and subject behaviour, making field positioning and safety calls, and curating the overall safari experience for photographic purposes. The Company does not provide conventional guiding services in place of the lodge or reserve's own guides and rangers.

8.2 Guide authority in the field: The Company holds authority during all photographic sessions and field activities. All clients are required to follow the Company's instructions promptly and without question, including instructions relating to vehicle positioning, approaching or retreating from wildlife, exiting or ending a drive, or any other safety or photographic direction. Failure to comply may result in removal from activities without refund.

8.3 Safety decisions: In the field, the Company's safety calls are final. This includes — but is not limited to — decisions to move away from an animal, end a session, or alter plans due to animal behaviour or environmental conditions. No argument or delay will be entered into in the field.

8.4 Photography conduct: Clients agree to adhere to the following at all times:

- Follow vehicle positioning instructions without question;
- Remain in the vehicle unless explicitly instructed otherwise by the Company or lodge guide;
- Avoid flash photography unless expressly approved by the Company in context;
- Respect other vehicles and guests at shared sightings;
- Not disturb, feed, or interfere with wildlife under any circumstances;
- Follow all reserve and lodge rules in addition to these guidelines.

9. Wildlife, Sightings and Photographic Outcomes

9.1 No guarantees: Safari travel is inherently unpredictable. The Company makes no guarantee, representation, or warranty regarding specific wildlife sightings, animal behaviour, photographic opportunities, light conditions, weather, or any other natural or environmental factor.

9.2 The absence of a specific sighting — including but not limited to any member of the Big Five, predator activity, or any other species — does not constitute grounds for refund, compensation, or complaint.

9.3 Photographic outcomes are subject to conditions entirely beyond the Company's control, including animal behaviour, ambient light, weather, and terrain. The Company's role is to maximise every opportunity presented by the environment; it cannot manufacture or guarantee results.

9.4 By booking a safari with the Company, the client accepts the inherent uncertainty of the natural world as a fundamental and celebrated part of the experience.

10. Travel Insurance

10.1 Comprehensive travel insurance is mandatory and is a non-negotiable condition of travel with the Company. No booking will be considered complete, and travel will not be permitted to commence, without proof of adequate travel insurance cover being provided to the Company prior to departure.

10.2 Insurance must cover, at minimum:

- Medical expenses, hospitalisation and emergency treatment;
- Emergency medical evacuation and repatriation;
- Trip cancellation and interruption;
- Loss, theft, or damage to personal belongings;
- Personal liability.

10.3 The Company strongly recommends that insurance cover includes cancellation for any reason, given the non-refundable nature of confirmed bookings.

10.4 The Company is not responsible for any losses, costs, or damages that adequate travel insurance would have covered. The client's failure to obtain insurance does not alter the Company's non-refundable terms in any way.

10.5 Clients travelling to remote or medically underserved areas — including parts of Zambia, Botswana, Zimbabwe, or other destinations with limited medical infrastructure — are specifically advised to ensure their policy includes air evacuation cover to an appropriate medical facility.

11. Photography Equipment and Personal Belongings

11.1 All photography equipment, camera bodies, lenses, accessories, drones, and personal belongings remain entirely at the owner's risk at all times. The Company accepts

no liability whatsoever for loss, theft, damage, or destruction of any equipment or personal effects, regardless of how such loss or damage occurs.

11.2 Clients are solely responsible for ensuring their photography equipment is adequately insured under their own policy prior to travel. This is not covered by general travel insurance in all cases — clients should confirm specific equipment cover with their insurer.

11.3 The Company will not facilitate insurance claims on behalf of clients and does not carry equipment insurance for client property.

11.4 All luggage, personal effects, and equipment are handled by clients and suppliers at the client's risk. The Company accepts no liability for loss or damage unless caused by proven negligence of the Company where liability cannot lawfully be excluded.

12. Images and Social Media Consent

12.1 The Company may photograph or film clients during safari activities for the purpose of documenting the trip, creating social media content, and marketing Rowan Poortier Signature Safaris. This may include candid images of clients in vehicles, in camp, and in the field.

12.2 By confirming a booking and accepting these Terms and Conditions, clients grant the Company a non-exclusive, royalty-free licence to use such images and footage on its social media channels, website, and marketing materials. Where reasonably practicable, credit will be given.

12.3 Opt-out: Clients who do not wish to appear in the Company's published content must notify the Company in writing prior to the commencement of travel. The Company will make reasonable efforts to accommodate such requests, though incidental appearances in group or landscape photography cannot always be avoided.

12.4 The Company does not claim ownership of images taken by clients during their safari. Clients retain full rights to their own photographs.

12.5 Where clients tag or reference the Company on social media using their own images from the trip, the Company may reshare such content. Clients who do not wish their content to be reshared should notify the Company in writing.

13. Medical Information and Health Declaration

13.1 It is the responsibility of the booking signatory to disclose, prior to confirmation of travel, any relevant medical conditions, allergies, physical limitations, mobility concerns, or other health matters affecting any traveller in the booking.

13.2 Failure to disclose relevant medical information may result in a traveller being excluded from certain activities or from the trip entirely, without refund or compensation.

13.3 The Company is not a medical service provider and does not provide medical advice. Safari travel in remote locations involves inherent physical demands. It is each traveller's responsibility to ensure they are medically fit to participate.

13.4 Dietary requirements and special requests should be communicated at the time of booking. While the Company will make reasonable efforts to communicate these to suppliers, it cannot guarantee that all requests will be accommodated.

14. Client Conduct and Safety

14.1 Clients agree to conduct themselves in an orderly, respectful, and responsible manner throughout the trip and to follow the instructions of the Company, lodge guides, rangers, pilots, and other service providers at all times.

14.2 The Company reserves the right to remove any client from a safari whose behaviour endangers the safety of others, disturbs wildlife, damages the environment, or materially affects the experience of other guests. No refund will be due in such circumstances.

14.3 Clients found in breach of reserve or lodge rules may be asked to leave by the relevant authority. The Company accepts no liability for costs arising from such removal.

15. Passports, Visas and Documentation

15.1 Each traveller is solely responsible for ensuring they hold valid passports, visas, permits, vaccinations, and any other documentation required for the countries visited.

15.2 The Company accepts no responsibility for costs, delays, refused entry, or denied boarding arising from inadequate or incorrect documentation. No refund will be due where a client is unable to travel due to documentation failure.

16. Waiver and Assumption of Risk

16.1 Safari travel involves inherent and unavoidable risks, including but not limited to: wildlife encounters, remote and medically underserved locations, extreme weather conditions, uneven terrain, physical demands, and the use of light aircraft and open vehicles.

16.2 By confirming a booking, clients acknowledge these risks, voluntarily assume them, and agree that the Company shall not be liable for any injury, illness, death, loss, or damage arising from participation in safari activities, except where caused by the Company's own proven negligence.

16.3 Clients may be required to sign additional waivers or indemnities required by individual suppliers or reserves. Refusal to sign such documents may result in exclusion from activities, without refund.

17. Smoking

17.1 Smoking is prohibited in all Company-arranged vehicles. Smoking at lodges and camps is subject to the rules of the individual property. Clients are responsible for acquainting themselves with the relevant rules on arrival.

18. Force Majeure

18.1 The Company shall not be liable for failure to perform or delay in performance where such failure or delay results from events beyond its reasonable control, including but not limited to: acts of God, extreme weather, fire, flood, earthquake, war, civil unrest, terrorism, strikes, epidemics, pandemics, government restrictions, border closures, supplier shutdowns, or regulatory changes.

18.2 Force majeure includes unforeseen renovations, maintenance, or temporary closure of supplier facilities. Such circumstances do not automatically entitle clients to refunds or compensation.

18.3 In force majeure situations, any refunds will be limited to amounts actually recovered from suppliers, less reasonable administration costs. The Company's non-refundable components remain non-refundable.

19. Complaints

19.1 Any issues arising during travel must be reported immediately to the relevant supplier and to the Company, so that reasonable efforts can be made to resolve the matter in real time.

19.2 If unresolved, complaints must be submitted in writing to the Company within 28 days of the client's return, including full booking details, dates, and description of the issue. Complaints submitted outside this period may not be considered.

20. Privacy and Personal Information (POPIA)

20.1 The Company collects and processes personal information solely for booking, operational, safety, and legal purposes, in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

20.2 Personal information will be shared only with suppliers where necessary to fulfil the booking. The Company will not sell, rent, or otherwise disclose personal information to unrelated third parties.

21. Governing Law

21.1 These Terms and Conditions are governed by the laws of the Republic of South Africa. Any dispute arising from or in connection with a booking will be subject to the jurisdiction of the South African courts.

22. Entire Agreement

22.1 These Terms and Conditions, together with the confirmed itinerary and invoice, constitute the entire agreement between the Company and the client and supersede all prior discussions, representations, or understandings.

22.2 The Company reserves the right to update these Terms and Conditions from time to time. The version in force at the time of booking confirmation applies to that booking.

Rowan Poortier Signature Safaris

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Where the wild world meets the art of seeing it.