

AFRICAN BUNDU SAFARIS ... INCLUDING
"ACCOMMODATION IN:
AFRICA / BOTSWANA / NAMIBIA / MOZAMBIQUE / TANZANIA & ZAMBIA PLUS
SABI-SANDS / KRUGER PARK

ENQUIRY & BOOKING PROCEDURES

Please read the following before continuing your correspondence with us, as it explains how our business operates and will assist you with having a trouble-free procedure – thanks.

BACKGROUND & WHO BOOKS WITH US:

Our company is called **AFRICAN BUNDU SAFARIS**, and was created officially in 1997 by Dean, as a Tour Operating business. We plan & book safari holidays for tourists, who live in Southern Africa or any country in the world – and who want to enjoy a fantastic holiday to any of the Southern Africa countries that we do business in. 90% of our clients over the past decade of our business have been from the USA, UK and Europe – the remainder of our clients are from South Africa and other countries around the world. Our speciality is to customise (tailor-make) a holiday to our client's requirements, which would include their available dates, budget and interests. We do support a number of our colleagues who have packages and set tours. These could be budget overland camping safaris or luxury flying safaris. We charge the same rates, as you would pay if you booked directly with them, there is no additional charge. We also do book just accommodation for our clients – for example, 3 nights at Sun City Resort or 2 nights at MalaMala Game Reserve – and again, we charge the normal public rates, we do not mark up their rates. So, that is basically what we do and have done so for 1000's of happy clients since 1997.

We have lots of regular clients, who do travel here to Southern Africa every 1 or 2 years, to enjoy a safari holiday with the wildlife – like Jim & Judith or Nik & Angela or Arne, Elly & Dick. Jim & Judith are special clients who return every February during the low season and spend a month here – and they call me their "Nephew" now! (Photo on Left) Nik & Angela are very special who have become great friends and I was honoured to be their Best Man at their wedding we organised for them at a Zululand game reserve. (Centre Photo) Arne, Elly & Dick are super clients, who now call themselves "The Dutch Division of African Bundu Safaris"!! (Right Photo) About 60% of our business over the last few years, has been referrals – from past clients who have experienced my excellent service and are 'live adverts' for our company. We have links to some of our clients websites, on the Links page of our website.



There are just a few of our clients who I have personally met – either when I was a Tour Guide, or when I have gone 'out of my way' to visit them at one of the lodges that they are staying at on their holiday. I can't meet everyone – as it is time consuming & costly, however, some clients have been very generous and paid for me to visit them, so that I can meet them in person.

HOW TO PROCESS A BOOKING:

1. We have now received your enquiry – via e-mail normally, and over the next few days/weeks, we shall correspond, regularly, as I share ideas with you after having asked you numerous questions so

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that I 'get to know you' better and what you would like to experience. I share with you names and description of destinations, lodges, wildlife reserve and ideas. I receive your answers, questions and comments – and then finally I come up with an itinerary, customised for you. (Remember, I might be doing this same process with 2 to 10 different clients at any one time, so it all takes time and concentration, and this is why I prefer NOT to have phonecalls, as I am concentrating on a certain client's itinerary.)

2. During this exchange of ideas, I will give you documents to look at, or refer you to certain pages in our various websites, to read about the recommendations I make – and these documents and/or our websites, have the nightly rates... and you need to make a note of these guideline prices, to see if you are able to afford these recommendations. **PLEASE do not** make direct contact with the lodges we recommend, as it complicates the booking systems we have – thanks.
3. Once your itinerary is finalised, I then contact all lodges concerned and compile a quote... this will take a few days, as I need to get answers from everyone. It is pointless me quoting you an itinerary and including certain lodges, when they are actually full, so, I prefer to check there is space. **NOTE:** When I make contact with the lodges, I will normally make a "provisional booking" – this means I am holding the room/s for you and can only do so for a few days, before I must commit to the lodge with a deposit to confirm the booking, (or cancel that booking.)
4. As soon as you get the quote, you will need to either get me to fine-tune it or accept it & pay the deposit immediately, so that I can use those funds to pay all the various lodges their deposits to confirm the booking. **NORMALLY**, there is a 25% deposit required and the balance must be paid 45 days prior to the start of your holiday. Some lodges require 50% deposit and if I am booking any local flights for you, they require 100% payment – so the actual deposit might be more than 25% of the total. **When you book through a Tour Operator, this is the procedure – a deposit and then balance of payment BEFORE your holiday. I cannot negotiate on this!!**
5. We do not issue invoices for private holidays, they are not necessary. If you are claiming expenses for a business trip, then we require all your company details.
6. Once you have paid your deposit, then the various lodges cancellation policies come into force, so please ensure that you have travel insurance to cover 'cancellation & curtailment'.
7. For payments, we can process either a credit card (Visa or MasterCard only), or you can pay into our bank account. If you live in South Africa, then we require a bank deposit. Only once the funds are reflecting in our account, will we pay any of the lodges. Payments via credit card or overseas bank transfers, typically take 3 to 5 working days... often as long as 10 working days. Remember, a card payment is a manual and high-risk payment for me to process, as I never see you nor your card!
8. After the balance of your payment has been made to us, and I have then paid everyone, then I type up vouchers for you, and if required, a detailed itinerary, and then I email these to you. This typing of vouchers and the itinerary take time and you will get them from a week to 3 weeks after having made final payment – depending on how busy we are and how soon your trip shall be. Your vouchers shall have all details about each booking made plus the lodges contact phone number for urgent use. You give each voucher to the reception on arrival, to prove you are the clients who we have booked & paid for.
9. After your trip, we appreciate any feedback about your holiday – both positive and constructive.
10. Our only source of income is from commissions from each establishment, which are included in the public rates. It is for this reason; we do not book campsites, cheap guesthouses or hotels, as they do not include any commission. We prefer to book only those establishments that are listed on our websites, however, we are not limited to these, as long as any requested establishments you have, include a commission in their public rates.
11. References – we have a number of clients who are happy to be contacted, plus you can click on any of the three photos above to email these regular and special clients of ours.

PLEASE – tell me if you are going away on a trip or away from your computer for a few days during our planning process, otherwise I get 'confused' as to why you are not answering my emails. Thanks.

I look forward to concluding a great booking with you now – Regards DEAN, Manager.

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