



# My Pulse In Africa

My Pulse In Africa (Pty)Ltd  
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## My Pulse in Africa – Terms and Conditions

Welcome to My Pulse in Africa! These Terms and Conditions govern your use of our services and the agreement between you (the client) and My Pulse in Africa (Pty) Ltd. By booking with us, you confirm that you have read, understood, and agreed to these Terms. They apply to all bookings made with My Pulse in Africa.

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### 1. Booking and Payment

- 1.1 All bookings are subject to our Cancellation and Payment Policy, which is available upon request or on our website. Clients are encouraged to review this before making a reservation.
  - 1.2 A booking is confirmed only once the deposit is received and written confirmation is issued by My Pulse in Africa.
  - 1.3 Full payment is required no later than thirty days before the tour departure date. Should you require additional time to complete payment, arrangements can be made and extensions may be granted at the discretion of My Pulse in Africa, provided this is agreed upon in writing prior to the deadline.
  - 1.4 Guests who have not completed full payment will not be permitted to join the tour.
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### 2. Travel Insurance

- 2.1 Comprehensive travel insurance is mandatory for all travelers and must cover trip cancellation, medical expenses, personal liability, and emergency evacuation.
  - 2.2 Proof of insurance must be provided prior to departure.
  - 2.3 Participation in the trip may be denied if proof of insurance is not provided.
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### **3. Health and Safety**

- 3.1 Clients must ensure they are medically and physically fit to travel and disclose any health conditions at booking.
  - 3.2 My Pulse in Africa is not liable for medical emergencies or health-related issues during the trip.
  - 3.3 Clients must follow all safety guidelines provided by guides and staff throughout the trip.
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### **4. Changes to Itinerary**

- 4.1 While we strive to adhere to the confirmed itinerary, changes may occur due to weather, availability, or other unforeseen factors.
  - 4.2 Any additional costs arising from such changes are the responsibility of the client.
  - 4.3 Significant changes will be communicated as soon as possible.
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### **5. Visas and Travel Documents**

- 5.1 Clients are responsible for obtaining all necessary visas, permits, and travel documents.
  - 5.2 My Pulse in Africa provides guidance but is not responsible for failure to secure required documents.
  - 5.3 Passports must be valid for at least six months beyond the travel dates.
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### **6. Liability and Responsibility**

- 6.1 My Pulse in Africa acts as an agent for third-party service providers (hotels, airlines, etc.) and is not liable for their acts or omissions.
- 6.2 We are not responsible for delays, cancellations, loss, or damage caused by third parties.
- 6.3 The company is not liable for any loss, injury, or damage resulting from activities undertaken during the trip, including optional activities.
- 6.4 Clients agree to travel at their own risk and acknowledge the inherent risks associated with travel and adventure activities.
- 6.5 Our liability is limited to the total cost of services booked through My Pulse in Africa.

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## **7. Force Majeure**

7.1 My Pulse in Africa is not liable for failures or delays due to events beyond our reasonable control, including natural disasters, pandemics, strikes, political unrest, or other acts of God.

7.2 We will make reasonable efforts to reschedule or modify services but cannot guarantee refunds in such cases.

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## **8. Code of Conduct**

8.1 Clients must respect local customs, laws, and cultural sensitivities.

8.2 The company reserves the right to terminate participation of any client engaging in unlawful or disruptive behavior without refund.

8.3 Clients must follow the instructions of guides and staff to ensure safety and enjoyment for all participants.

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## **9. Photo and Media Usage**

9.1 By participating, clients consent to the use of photographs or videos taken during the trip for promotional purposes.

9.2 Clients who do not wish to appear in promotional material must notify the company in writing prior to the trip.

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## **10. Third-Party Terms**

10.1 Clients acknowledge that third-party providers (hotels, airlines, transport) have their own terms and conditions.

10.2 My Pulse in Africa is not responsible for the performance or terms of third-party providers.

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## **11. Indemnification**

11.1 Clients agree to indemnify and hold harmless My Pulse in Africa, its employees, and affiliates from any claims, damages, or expenses arising from their actions or participation during the trip.

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## 12. Privacy Policy

12.1 We are committed to protecting your personal information. By booking with us, you agree to our Privacy Policy.

12.2 Personal information will only be shared with third-party providers as necessary for your travel arrangements.

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## 13. Governing Law

13.1 These Terms and Conditions are governed by the laws of South Africa. Any disputes will be resolved in South African courts.

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### **Contact Information**

If you have questions or concerns about these Terms and Conditions, please contact:

**My Pulse in Africa**

Email: [info@mypulseinafrica.com](mailto:info@mypulseinafrica.com)