

## Terms and Conditions

Effective Date: 1/20/2025

Last Updated: 1/23/2025

Company Name: **Camp Journey in South Africa | Retreat Nukah & Tourism | Siba Shalum Getaway**  
**Adventure | Retreat | Hospitality**

Website: <https://www.pathsfromyireh.co.za>

**E-mail To:** [campjourneyinsouthafrica@pathsfromyireh.co.za](mailto:campjourneyinsouthafrica@pathsfromyireh.co.za)

[retreatnuakh-tourism@pathsfromyireh.co.za](mailto:retreatnuakh-tourism@pathsfromyireh.co.za)

[sibashalumgetaway@pathsfromyireh.co.za](mailto:sibashalumgetaway@pathsfromyireh.co.za)

**Tel:** +(301) 693-0503 | +27 (69) 369-5580

**Non-Refundable Deposit of 20% of Total Trip Cost per Person**

### **Have You Purchased Travel Insurance?**

Yes  Declined

*Travel insurance is not part of the trip services and cost but is highly recommended.*

### **Payment Schedule:**

A 20% per person non-refundable deposit is due within 14 days of proposal approval to confirm your participation. The full payment (100%) is due 30 days before arrival. Payments made less than 30 days before the trip are considered voluntary forfeiture, and no refunds will be issued.

Participants must adhere to the agreed payment schedule. Failure to do so will result in cancellation of services with no refund, unless otherwise arranged and approved in writing by **Camp Journey in South Africa**.

### **Participant's Agreement**

Your signature on our reservation form will signify your agreement with the following terms and conditions.

**Signature:** \_\_\_\_\_ | **Date:** \_\_\_\_\_

### **Emergency Contact Information:**

**Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Relationship:** \_\_\_\_\_

## **Benefits of Tour Packages:**

Our packages include professional tour guidance, accommodations, meals, and transportation as outlined in the itinerary. Additional benefits or optional services may be offered at our discretion.

### **1. Introduction**

Welcome to **Camp Journey in South Africa & our Connecting Branches: Retreat Nukah, Wells Of Rapha at Café Yireh, and Siba Shalum Getaway** (collectively referred to as "**the Companies,**" "**we,**" "**us,**" or "**our**"). By booking or participating in any of our services, retreats, accommodations, activities, or experiences, **you ("the Guest," "the guests/group," "you," or "your")** agree to these Terms and Conditions. Please review this document carefully to understand your rights and responsibilities. These Terms and Conditions apply to all bookings made through our official website, in-person, via email correspondences, or through our partners.

### **2. Information**

We strive to provide accurate and reliable information through our website, brochures, and promotional materials. However, not all experiences or packages may be viewable online. For additional inquiries, please email us at [info@pathsfromyireh.co.za](mailto:info@pathsfromyireh.co.za).

Camp Journey in South Africa and Siba Shalum Getaway does not endorse products or services offered by third parties unless expressly stated in writing. Furthermore, we are not responsible for content published by third parties or external providers referenced in our materials.

### **3. Bookings & Reservations**

- **Booking Process:** Bookings can be made via our official website or by contacting us directly. A deposit or full payment is required to confirm your reservation.
- **Confirmation:** Once payment is received, you will receive a confirmation email with booking details. Please verify these details promptly.
- **Changes to Booking:** Modifications to bookings, such as changes to dates or activities, require at least 12 days' notice and are subject to availability. Additional fees may apply.
- **Payment Methods:** We accept Zelle, Square, and Money Transfers (e.g., World Remit). Contact us for guidance on international payments.

#### 4. Cancellations & Refunds

- **Guest Cancellation:** Cancellations must be made in writing and will be subject to the following refund policies:
  - **30+ days** before arrival: **75% refund**
  - **15–29 days** before arrival: **50% refund**
  - Fewer than **15 days**: **25% refund**
- **Company Cancellation:** If unforeseen circumstances require us to cancel, you will receive a full refund or the option to reschedule.
- **No-Show Policy:** Failure to arrive without notice will result in a **30% cancellation fee**, with the remainder forfeited.

#### 5. Health & Safety

- **Health & Medical Information:** Guests must disclose any medical conditions, allergies, or special needs when booking.
- **Emergency Assistance:** Our staff are trained in basic first aid, and local medical facilities are accessible. However, Camp Journey in South Africa is not liable for any injury, illness, or medical emergency beyond its control.
- **COVID-19 Compliance:** South Africa no longer requires proof of vaccination for entry. However, we recommend guests carry a recent negative PCR test.

#### 6. Vendor Acts or Omissions

We act as agents for third-party service providers, including transport, lodging, and excursion operators ("Vendors"). We are not responsible for any injuries, property damage, or other inconveniences caused by Vendors' actions or omissions.

#### 7. Travelers Needing Special Assistance

We are committed to accommodating guests with special needs wherever possible. However, guests requiring assistance for personal care or mobility must notify us during booking. Where individual assistance cannot be provided, guests must bring a companion for additional support.

#### 8. Photography and Media Release

By signing this agreement, you authorize Camp Journey in South Africa and Siba Shalum Getaway to use photographs or videos taken during your stay for promotional purposes.

- **Usage:** Photos or videos may appear on our website, social media, brochures, or other marketing materials.
- **Opt-Out:** Guests who do not wish to appear in photos must notify us in writing prior to arrival. We will ensure photographers exclude you from their shots wherever possible.

- **Guest Awareness:** Guests are encouraged to remain aware of photography sessions during activities to avoid unintentional inclusion.

We appreciate your understanding as we showcase the unique experiences offered at our properties.

## **9. Conduct During Stay**

- **Respectful Behavior:** Guests are expected to respect other guests, staff, and the surrounding environment. Misconduct, including harassment or disruptive behavior, will result in removal without refund.

- **Compliance:** Guests must comply with South African laws and follow the guidance of tour guides or staff.

## **10. Medical Proxy**

In emergencies where you cannot provide medical consent, you authorize us or our staff to seek medical attention on your behalf. While we act in good faith, we are not liable for the quality of medical care provided or its outcomes.

## **11. Limitation of Liability**

**We are not liable for:**

- Injuries, delays, or property damage due to third-party acts or negligence.
- Unforeseen events such as natural disasters, pandemics, or strikes.
- Loss or inconvenience caused by government restrictions, unsafe conditions, or health risks.

## **12. Force Majeure**

We are not responsible for cancellations or disruptions caused by events beyond our control, including but not limited to:

- Natural disasters
- Political instability or acts of terrorism
- Travel restrictions

## **13. Indemnification**

Guests agree to indemnify Camp Journey in South Africa and Siba Shalum Getaway from losses arising from:

1. Failure to comply with these Terms and Conditions
2. Negligent behavior
3. Failure to adhere to health, safety, or legal requirements

#### **14. Amendments to Terms**

We reserve the right to modify these Terms and Conditions at any time. Updates will be posted on our website, and guests will be notified of significant changes.

#### **15. Assumption of Risk and Release**

You understand and acknowledge that, if you participate in activities during your trip, certain risks and dangers may arise, including, but not limited to:

- The risk of accidents in remote places without access to medical facilities, transportation, or means of rapid evacuation and assistance.
- The hazards of traveling in unsafe or politically unstable areas or under unsafe conditions.
- The dangers of civil disturbances, war, extortion, kidnapping, and terrorist activities.
- Tour activities that may involve increased risks, including, but not limited to, gorilla trekking, walking safaris, and other high-risk excursions.
- Dangers and risks inherent in activities in underdeveloped countries.
- Dangers from local law enforcement activity.
- Attacks or bites by animals, pests, or insects.
- Quarantine, epidemics, and injury or death while on activities sponsored by lodging facilities or third parties.
- Sickness, lack of appropriate medical care, or criminal activity.

By participating, you expressly assume all these risks and dangers. Furthermore, you expressly agree to forever release, discharge, and hold harmless Camp Journey in South Africa, Siba Shalum Getaway, and their agents, employees, officers, directors, associates, affiliated companies, guides, group leaders, and subcontractors against any and all liability, actions, causes of action, suits, claims, and demands of any kind or nature whatsoever, whether now existing or arising in the future, that may result from or in connection with your trip or participation in any activities.

#### **16. Contact Us**

For questions or concerns, contact us at:

- Email: [info-questions@pathsfromyireh.co.za](mailto:info-questions@pathsfromyireh.co.za)
- Phone: +1 (301) 693-0503 | +27 (69) 369-5580
- Website: <https://www.pathsfromyireh.co.za>