



ZAMBIA & NAMIBIA
MAY 30-JUNE 15, 2020
TRAVELS TERMS & CONDITIONS

TOUR OPERATOR: Explore, Inc.

ADMINISTRATION: Exclusively developed for the Harvard Alumni Association by Harvard Alumni Travels

PROGRAM RATES:

Per person double occupancy: \$15,595
Per person single occupancy: \$17,190

PROGRAM COST INCLUSIONS: Enrichment program of lectures and discussions; all ground and air charter transportation following arrival in Lusaka, Zambia; internal Africa flights as detailed below; all accommodation on itinerary; all meals starting with dinner on May 31 through breakfast on June 14; bottled water and local brand beverages throughout; laundry in some locations; activities as mentioned in the itinerary; park and entrance fees; gratuities to guides and staff; airport departure fees and taxes; \$200,000 emergency medical evacuation insurance.

Flights included:

May 31: scheduled flight from Lusaka to Mfuwe
June 4: charter flight from Mfuwe to Royal
June 7: charter flight from Royal to Lusaka; commercial flight from Lusaka to Johannesburg
June 9: commercial flight from Johannesburg to Windhoek; charter flight from Windhoek to Onguma
June 12: charter flight from Onguma to Kulala with scenic flight over the coast
June 14: charter flight from Kulala to Windhoek

PROGRAM COST EXCLUSIONS: U.S. domestic and international airfare; all meals, beverages, and laundry not listed above; imported wines and spirits; activities not mentioned or those listed "at additional cost;" Zambian visa (no visa necessary for South Africa or Namibia); medical immunizations; passport fees; individual transfers; excursions deviating from the scheduled tour; excess baggage charges; medical expenses; trip cancellation insurance; telephone or fax

charges; room service; and other items of a purely personal nature.

PROGRAM SIZE: This tour, (exclusively developed for Harvard Alumni Association Travels) is limited to 16 participants on a first-come, first-served basis. The minimum group size is 10. Should the minimum not be met, we reserve the right to cancel the program, levy a small group surcharge, and/or send the program without a Harvard study leader. We retain the right to add staff members and/or invited guests to any of our group departures regardless of the stated group-size limitation.

RESERVATIONS, DEPOSITS, & FINAL PAYMENT:

To reserve a space on this program, a \$1,000 deposit is required per person. Please call Harvard Alumni Travels at 800-422-1636 or 617-496-0806 or fill out and mail or fax the registration form (to 617-496-4011). Reservations are acknowledged in order of receipt until the maximum enrollment has been reached. Deposits may be made by check, payable to Harvard Alumni Travels, or with a major credit card. Final payment, payable check or credit card is due March 1, 2020, 90 days prior to departure.

CANCELLATIONS & REFUNDS: Notification of cancellation must be received in writing by Harvard Alumni Travels from the participant. Should you have to cancel, the following terms will apply: Trip deposits are non-refundable once paid; cancellation received 90-46 days prior to trip start date: 70% of total trip cost is forfeited per person; Cancellation within 45 days of trip starting date: 100% forfeiture per person. We recommend that you purchase a travel insurance policy to cover cancellation due to unforeseen circumstances.

INSURANCE: We highly recommend the purchase of trip cancellation insurance to cover unexpected trip interruptions, cancellations, and lost baggage. An

application for trip cancellation insurance through our recommended provider, Ripcord Rescue Travel Insurance, will be provided by Harvard Alumni Travels upon confirmation. The pre-existing medical conditions exclusion is waived if the insurance is purchased within 14 days of initial deposit. Neither Harvard Alumni Travels nor our tour operators, including their representatives, employees and agents, will take responsibility for any costs, losses incurred or suffered by the guest, or guests' dependents or traveling companions, with regards to, but not limited to, cancellation or curtailment of the tour, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods. Nor do they accept liability for any airline cancellation penalty incurred by the purchase of a non-refundable airline ticket or other expenses incurred by tour participants in preparing for the tour.

AIR ARRANGEMENTS: International airfare is not included in the program cost. In order to provide the greatest flexibility to participants, there are no designated group flights for this program. If requested, Explore Inc. can recommend a travel agent to arrange international flights for this departure. Neither Harvard Alumni Travels nor the tour operator accepts the liability for any airline cancellation penalty incurred by the purchase of a non-refundable airline ticket. The air ticket when issued shall constitute the sole contract between the passenger and the airline concerned.

Six internal flights are included in the cost of the program:

May 31: scheduled flight from Lusaka to Mfuwe
June 4: charter flight from Mfuwe to Royal
June 7: charter flight from Royal to Lusaka; commercial flight from Lusaka to Johannesburg
June 9: commercial flight from Johannesburg to Windhoek; charter flight from Windhoek to Onguma
June 12: charter flight from Onguma to Kulala with scenic flight over the coast
June 14: charter flight from Kulala to Windhoek

WHAT TO EXPECT / PHYSICAL HEALTH:

All participants must be in generally good health. Any condition that may require assistance or special medical attention must be reported at the time of your reservation. All programs require physical independence and mobility. Any physical or mental condition that may require special medical attention or physical assistance must be reported in writing when you make your reservation. Travelers must be able to embark or disembark motor coaches alone or with minimal

assistance from your traveling companion and climb stairs and step over raised thresholds without assistance. Travelers requiring assistance must travel with a companion who will be responsible for handling equipment.

This safari itinerary includes a number of game drives that last for 3-4 hours in the early mornings and late afternoons, making for long but rewarding days with dinners not starting until 8pm. Game drives are conducted in open-air 4x4 vehicles requiring an 18" step up to get into them, and drives can be bumpy and dusty as they are on off-road paths. Bush walks offered over uneven terrain for approximately one hour. The visit to Sterkfontein Caves can be physically challenging. Visitors need to descend nearly 200 steps into a cave that can be quite slippery. Some parts of the cave also require you to squeeze through narrow passages. Upon exiting you would also need to climb nearly 200 steps. Options to climb a sand dune in Namibia and walk 2.5 miles into/out of a canyon, or observe from the canyon rim. Several flights are in smaller aircraft, requiring boarding by stairs as opposed to a jet way.

Participants with medical issues and/or dietary restrictions must make them known to us well before departure, and impairments regarding mobility must be disclosed prior to booking. If you have any questions about the level of activity of this program or your ability to participate, please call Harvard Alumni Travels at 800-422-1636.

PREPARING FOR YOUR JOURNEY: You will be provided with comprehensive pre-departure travel information, including specific suggestions for packing, a recommended reading list and amenities pack.

EMERGENCY MEDICAL & EVACUATION

INSURANCE: As a service to our travelers Harvard Alumni Travels automatically provides basic emergency medical evacuation insurance. This policy has the following schedule of benefits: \$5,000 Accident/Sickness Medical Expense; \$200,000 Emergency Medical Evacuation (to the nearest appropriate facility based on medical necessity as determined by local attending physician) & Return of Remains; \$3,000 Emergency Reunion; \$5,000 Accidental Death and Dismemberment. This insurance is secondary to any insurance the traveler may already have. This insurance covers travelers for the Harvard-sponsored program dates, including optional group extensions, but not for any independent travel plans.

You will receive detailed information on this coverage approximately 30 days prior to your departure. Should you also purchase the Ripcord Rescue Travel Insurance plan offered to you at confirmation, it will provide you with benefits which are additional to those stated above.

CHANGES IN ITINERARY, PROGRAM, STAFFING, AND COSTS: The itinerary is subject to change at the discretion of Harvard Alumni Travels and the tour operator. We reserve the right to change a program's dates, staff (including study leader*), itineraries, or accommodations as conditions warrant. Harvard Alumni Travels reserves the right to cancel the program, levy a small group surcharge, and/or send the program without a study leader. If Harvard Alumni Travels is unable to confirm a study leader or should the study leader cancel from this program, we reserve the right to operate the program regardless of Harvard representation. Deviations from the scheduled itinerary are at the expense of the individual. All prices quoted are based on prevailing fuel prices, airfares and currency exchange rates in effect as of April 2019 and are subject to change.

*In the event of a cancellation by the Harvard study leader, we will attempt to notify all travelers as soon as possible. We will make every reasonable effort to find a replacement study leader, but our ability to do so will depend on the availability of appropriate lecturers and proximity to the departure date. If we are not able to provide an appropriate substitute we will make every reasonable effort to provide other educational opportunities or program enhancements to ensure a viable travel study experience. Please note that all participants are bound to the cancellation fee schedule and other terms and conditions of the program regardless of whether or not a replacement study leader is found

RESPONSIBILITY: The tour operator, its owners and employees act only as agents for the various independent suppliers and contractors providing transportation, hotel accommodations, restaurants, and other services connected with this tour. Such travel and services are subject to the terms and conditions under which such accommodations, services, and transportation are offered or provided, and Harvard Alumni Travels and the tour operator and their respective, employees, agents, representatives, and assigns accept no liability therefore. Harvard Alumni Travels and the tour operator, assume no liability for any injury, damage, loss, accident, delay, or other irregularity which may be caused by the defect of any aircraft or vehicle or the negligence or default of any company or person engaged in carrying out or

performing any of the services involved. Additionally, responsibility is not accepted for losses, injury, damages, or expenses of any kind due to sickness, weather, strikes, local laws, hostilities, wars, terrorist acts, acts of nature or other such causes. All services and accommodations are subject to the laws of the country in which they are provided. Harvard Alumni Travels and the tour operator reserve the right to make changes in the published itinerary whenever, in their sole judgment, conditions warrant, or if they deem it necessary for the comfort, convenience or safety of the tour participants. They reserve the right to withdraw this tour without penalty. The right is also reserved to decline to accept or retain any person as a member of the tour, or to substitute another qualified leader or special guest. Baggage and personal effects are the sole responsibility of the owners at all times. The price of the program is given in good faith based on current tariffs and rates, and is subject to change. Any tariff, exchange rate, or fuel increases will be passed onto participants. As part of the consideration and right to participate in this tour, each participant will be asked to sign a liability release.

PERSONAL INFORMATION: All personally identifiable information provided by tour participants is strictly confidential. Personal information is not shared with third parties or made publicly available except under the following circumstances: Name, degree, home city, and email address*, may be included in the tour participant list that is distributed to tour staff and participants prior to departure; relevant information provided by tour participants to Harvard Alumni Travels and the tour operator is shared with the agents providing tour services in the destination. Per contractual agreement, the tour operator and its agents are prohibited to share or sell this information to other parties. *Please let us know if you would like to opt out of sharing your email address on the tour participant list.

APPEARING IN PHOTOS: Photos from Harvard trips may be posted on photo-sharing web sites or on social networking sites. Your likeness may appear in some photos or videos, posted either by Harvard Alumni Travels or other travelers, and the circulation of the materials could be worldwide. Trip photos may also be selected to appear in future Harvard Alumni Travels promotions; Harvard Alumni Travels will attempt to notify the traveler in advance, but no compensation is available for appearing in a trip photo used for promotional purposes.

DISCLAIMER: Every reasonable effort has been made to ensure the accuracy of information presented in this publication. Harvard Alumni Travels is not responsible for errors in or damages resulting from use of the information contained herein. Information contained in this document is subject to change.

QUESTIONS Please call Harvard Alumni Travels at 800-422-1636 or 617-496-0806, or email us at haatravels@harvard.edu