

Terms and Conditions

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

1. Booking and Payment

1.1 All bookings are subject to the terms outlined in our separate Cancellation and Payment Policy document, which is available upon request or on our website. Clients are encouraged to review this document in full before making a reservation.

1.2 A booking is considered confirmed only after the deposit has been received, and written confirmation has been issued by My Pulse in Africa.

2. Travel Insurance

2.1 Comprehensive travel insurance is mandatory for all travelers. It must cover trip cancellation, medical expenses, personal liability, and emergency evacuation.

2.2 Proof of insurance must be provided prior to departure.

2.3 My Pulse in Africa reserves the right to deny participation in the trip if proof of insurance is not provided.

3. Health and Safety

3.1 It is the responsibility of the client to ensure they are medically and physically fit to travel. Any health conditions must be disclosed at the time of booking.

3.2 My Pulse in Africa is not liable for any medical emergencies or health-related issues that occur during the trip.

3.3 Clients must adhere to all safety guidelines provided by guides and staff throughout the trip.

4. Changes to Itinerary

4.1 While My Pulse in Africa strives to adhere to the confirmed itinerary, changes may occur due to weather, availability, or other unforeseen factors. The company reserves the right to make necessary adjustments.

4.2 Any additional costs incurred due to such changes will be the responsibility of the client.

4.3 My Pulse in Africa will communicate any significant changes to the itinerary as soon as possible.

5. Visas and Travel Documents

5.1 It is the client's responsibility to obtain all necessary visas, permits, and travel documents.

5.2 My Pulse in Africa will provide guidance but is not responsible for the failure to secure required documents.

5.3 Clients must ensure their passport is valid for at least six months beyond the travel dates.

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 The company is 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 not included in the itinerary.

6.4 Clients agree to travel at their own risk and acknowledge the inherent risks associated with travel and adventure activities.

6.5 My Pulse in Africa's liability is limited to the total cost of the services booked through the company.

7. Force Majeure

7.1 My Pulse in Africa is not liable for any failure to perform, or delays in performing, its obligations due to events beyond its reasonable control, including but not limited to natural disasters, pandemics, strikes, political unrest, or other acts of God.

7.2 In such cases, My Pulse in Africa will make reasonable efforts to reschedule or modify services but cannot guarantee refunds.

My Pulse In Africa

My Pulse In Africa (Pty)Ltd
48 Martial Eagle Drive, Fourways,
Johannesburg, South Africa, 2055

+27 71 799 3702
info@mypulseinafrica.com

8. Code of Conduct

8.1 Clients are expected to respect local customs, laws, and cultural sensitivities.

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

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

8.4 Violations of the Code of Conduct may result in immediate removal from the trip without compensation.

9. Photo and Media Usage

9.1 By participating in a trip with My Pulse in Africa, 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 inform the company in writing prior to the trip.

10. Third-Party Terms

10.1 Clients acknowledge that third-party providers (e.g., hotels, airlines, transport companies) 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.

12. Privacy Policy

12.1 My Pulse in Africa is 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 the execution of your travel plans.

13. Governing Law

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

Contact Information If you have any questions or concerns about these Terms and Conditions, please contact us at:

My Pulse in Africa

Email: info@mypulseinafrica.com

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