



Appendix: Cancellation procedures

Confirmed bookings to Gabon (and combinations to CAR, Sao Tome & Principe) starting in July and August 2010

Your itineraries will proceed as planned and are not affected by the closure. If your itinerary for example starts August 25th and runs until September 3rd your trip will continue. Our staff (expat and local) are aware of the situation and will despite this sad news do its utmost best to provide you with the highest service.

Confirmed bookings to Gabon (and combinations to Central African Republic, Sao Tome & Principe) starting from September 1st 2010

Africa's Eden cancels all departures that have a start date of September 1st 2010 and onwards to Loango National Park, Gabon.

If you have booked to depart from September 1st, 2010 and your trip only involves Gabon you will be contacted by Africa's Eden to discuss the following 2 options:

- a. To change your tour to Sao Tome and/or Principe at no extra cost. International flight tickets to Libreville can be kept and clients will be flown from Libreville to Sao Tome and / or Principe.
- b. To receive a 100% refund of the total amount of the booking. Africa's Eden's letter can be used by clients for their travel insurance company for further claims regarding international flight tickets.

If you have booked to depart from September 1st, 2010 and your trip only involves a combination of Gabon and Sao Tome, Principe) you will be contacted by Africa's Eden to discuss the following 2 options:

- c. To change your tour to only Sao Tome and/or Principe at no extra cost. International flight tickets to Libreville can be kept and clients will be flown from Libreville to Sao Tome and / or Principe.
- d. To receive a 100% refund of the total amount of the booking. Africa's Eden's letter can be used by clients for their travel insurance company for further claims regarding international flight tickets.

If you have booked to depart from September 1st, 2010 and you are participating in Central Africa's Best Kept Secret (combination of Central African Republic, Gabon and Sao Tome, Principe) you will be contacted by Africa's Eden to discuss the following 2 options:

- e. To change your tour to only Central African Republic and Sao Tome and/or Principe at no extra cost. International flight tickets to Libreville can be kept and clients will be flown from Libreville to Central African Republic and also to Sao Tome and / or Principe.



- f. To receive a 100% refund of the total amount of the booking. Africa's Eden's letter can be used by clients for their travel insurance company for further claims regarding international flight tickets.

Booking requests to Loango National Park, Gabon

New booking requests for departures to Loango National Park, Gabon after September 1st 2010 will unfortunately no longer be accepted. Africa's Eden will only provide itineraries to Central African Republic (on set dates) and to the islands of Sao Tome and Principe. Travel itineraries can be found on our website, or our staff may be contacted for advice.

Important note:

Please discuss the alternatives with Africa's Eden before cancelling or changing your bookings.

Do not hesitate to contact us with questions and/or remarks.
With kind regards,

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