



### **Hylton Langley Safaris Referral Program Terms and Conditions**

1. **Eligibility:** This program is open to everyone, including those who are not current customers of Hylton Langley Safaris.
2. **Self-Referrals:** Self-referrals are not allowed.
3. **Referral Limit:** Only one referral is permitted per trip booked. If the referred individual books an additional trip, it will not be counted as a new referral.
4. **Verification of Referrals:** Hylton Langley Safaris will verify referral statuses. If the individual's name and address already exist in our system, they will not qualify as a new referral. Referrals must be entered into the system before the first appointment, and the referred individual must meet with a Hylton Langley Safaris consultant within 30 days of the referral.
5. **Customer Status:** A referred client will not be considered a customer until their trip with Hylton Langley Safaris is booked, with a minimum cost of \$10,000 and a deposit paid within one year of the referral.
6. **Multiple Referrals:** If multiple individuals refer the same new customer, Hylton Langley Safaris will determine which referrer was first.
7. **Clear Communication:** It must be clearly indicated to Hylton Langley Safaris that the customer is your referral before their first appointment, and not sourced from other channels (e.g., social media, Google etc). The referred customer must confirm that they are a referral prior to their appointment.
8. **Acknowledgment of Referral:** The referred customer must acknowledge your referral.
9. **Donation Details:** The donation will be made in the name of the primary referrer.
10. **Referral Fee:** Referrers can receive their referral fee as a credit towards future travels with Hylton Langley Safaris or as an upgrade experience for their friends or family for this booking (e.g. private dinner, complimentary massage, or sparkling wine upon arrival).
11. **Processing Time:** Please allow one week after the referred customer's trip is completed for the referral donation to the selected charity to be processed.
12. **Discount Application:** The discount towards your safari will only be applied once the referred individual has paid their booking fee and confirmed their travel. If the referred individual does not travel, neither the discount nor the donation to the selected charity will be made.
13. **Cancellation Policy:** If the referred trip is canceled, both the discount towards your travel and the donation to the selected charity will be forfeited.

14. **Referral Validity:** Referrals that are lost, late, illegible, or incomplete will not qualify. Hylton Langley Safaris reserves the right to modify, suspend, or terminate this program at any time without prior notice and to disqualify any entries made in good faith.
15. **Information Disclosure:** Hylton Langley Safaris reserves the right to verify and disclose referral information to the relevant parties involved.

PLEASE NOTE: The Hylton Langley Safaris Referral Program will be effective from March 2025.