

# TERMS AND CONDITIONS



Please ensure you have read and understood our FULL booking terms and conditions below including Cancellation Fees. By confirming your booking in writing with us, you are accepting that you have read and understood the booking terms and conditions.

## TERMS & CONDITIONS

### Reservation procedure:

All reservations must be received in writing via e-mail. No reservations will be accepted by telephone, skype or WhatsApp. Provisional Bookings will only be held provisionally for 14 days from the date of reservations unless the reservations office has been contacted in writing to extend the booking. After 14 days, the provisional booking will be automatically cancelled.

Once a booking confirmation has been sent back to the agent in writing, the booking is considered confirmed and cancellation terms and conditions apply.

### All reservations:

- All bookings are held as provisional status until we receive confirmation in writing.
- Bookings will be held on a provisional status for 14 days. Should we not receive written confirmation within 14 days of booking, you will be contacted to either confirm or release the booking.
- **Please Note:** Whilst any booking is held in a provisional status and another FIT booking is received, you will be informed in writing to secure your reservation with a written confirmation within 48 hours or we will release the requested number of rooms. Should you not revert to us within 48 hours the requested number of rooms will be released, and you will be notified in writing thereafter with the amended details particular to your reservation.

### Waitlist:

We can waitlist bookings – such requests should be sent to us via e-mail. Should the space clear, you will be notified in writing and the standard booking procedures will apply.

### Payment Policy:

Once reservations are confirmed in writing, payment is made, and monies are received following the following schedule:

#### Individual (FIT) reservations

Within 7 days of confirmation of booking – 20% non-refundable deposit  
45 days prior to arrival – 80% balance payment.

#### Group reservations (More than 6pax)

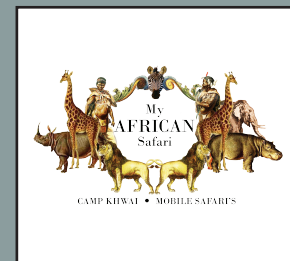
Within 7 days of confirmation of booking – 30% non-refundable deposit  
45 days prior to arrival – 70% balance payment.

Failure to make the deposit payment within the outlined payment policy above will result in us reserving the right to cancel the booking and you will be advised in writing.

Failure to make the final payment prior to guest arrival without an alternative payment agreement in writing will result in guests being requested to pay the full outstanding amount before check-in at the property.

To track payments quickly and accurately, please make use of the INVOICE NUMBER as the reference when making payments. Once payment is made, proof of payment must be sent to our reservations office via email.

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## Cancellation Policy

### Individual (FIT) reservations:

An individual (FIT) reservation is classified as any booking comprising 1 to 5 guests.

### Cancellation policy for individual travellers:

No. of days prior to arrival	Applicable cancellation fee
Confirmation of booking – 45 days	20% deposit is forfeited.
45 – 30 days	50% of total value of reservation
30 or fewer days	100% of total value of reservation

### Group reservations:

A group booking is classified as any booking of 6 or more guests per night.

### Cancellation policy for Groups:

No. of days prior to arrival	Applicable policy/cancellation fee
Confirmation of booking – 60	30% deposit is forfeited.
60 -30	50% of total value of reservation.
30 or fewer days	100% of total value of reservation.

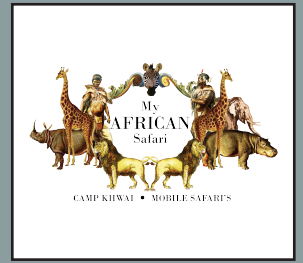
## Guest Information

We are committed to giving our guests an experience that is tailored as much as possible to their needs however this is impossible without receiving essential booking information before arrival.

The below information as well as anything else you feel may be important for our team to be aware of is to be sent to our reservations department at least 30 days before arrival date. Failure to do so might mean that we are not able to fulfil the requests.

- Full Guest Names
- Originating Agent
- Guest Date of Birth/Ages
- Passport Details (For any transfers that we may have booked for them)
- Guest Weight (For any air transfers that we may have booked for them)
- Guest Nationality
- Room Configuration (Double/Twin/Single)
- Dietary Requirements
- Medical Conditions
- Preferred Drinks
- Special Occasions that they may be celebrating during their trip
- Special Interests
- Have the guests been to Africa/Botswana before? If so where?
- Full Arrival and Departure information:
  - If they are arriving with a flight and require a transfer from the airport – Which Airline, flight number and time of arrival? Name to display on the welcome board.
  - If they are departing on a flight and need to be transferred to the airport – Which Airline, flight Number and time of departure?
  - If they are self-driving please provide an estimated time of arrival, where are they coming from, vehicle registration if available and a contact number whilst travelling.

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## **Children policy:**

Please see our children's policy outlined in our rates sheet.

For all bookings including children under the age of 11yrs the family will be required to book private activities should the family wish to partake in any of the property's activities. Our private activity rates are outlined within our rates sheet.

No childcare facilities or babysitters are available at any of the accommodation provided by the company and children must be under the care of their parents or guardians at all times.

## **Accompanying Guides, Pilots and Tour leaders**

The guide rate will apply to a bona fide tour leader and/or guide accompanying guests. The guide rate applies to the guide's accommodation. Refer to the rate sheet for the applicable rate as well as what is included.

Should the guide's accommodation not be available, the guide will be accommodated in a guest room if available.

The tour leader/guide may accompany his/her guests on activities, subject to space being available on the vehicle unless private activities have been booked.

Please see the rates sheet for all applicable rates.

## **Air Transfers (Fixed wing and Helicopter)**

Please note that we do not operate these air transfers ourselves and all air transfers are booked through a third party.

Please note the following Conditions of Carriage apply to air transfers.

### **1) Types of Luggage**

Luggage MUST be in soft-sided bags as luggage compartments on light aircraft flights are limited and all luggage must be sufficiently malleable to fit into these spaces. Guidelines for this are available on request.

Hardcase bags or bags with frames WILL NOT be accepted.

### **2) Luggage Weight Restrictions**

STRICT luggage restrictions apply PER PERSON and are dependent on whether it be a helicopter transfer or fixed-wing aircraft. Please ensure that you and your guests are aware of the weight restrictions for the transfer type booked. These are available from our reservations team.

The weight restriction is inclusive of camera equipment and hand luggage. Please ensure your guests are aware of this. Should your guests have excess luggage please inform us beforehand to include the excess weight charges on your invoice.

Should luggage on arrival be over the allowed weight limit, the carrier reserves the right to charge the excess on the spot.

In the instance where luggage is overweight and requires an additional seat to be purchased, we cannot guarantee that it will be on the same aircraft as the guests.

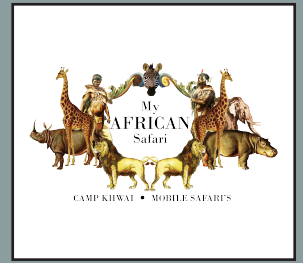
### **3) Body Weight Restrictions**

For the safety of all small aircraft, passenger weight needs to be recorded to enable the carrier to forward plan their flights and loads. Passenger weights and standard baggage weights will be entered into their system to ensure that the light aircraft that transfer passengers from lodge to lodge never risk being overweight. This is a critical improvement in safety planning and is being implemented solely for passenger safety, and per Civil Aviation Authority of Botswana (CAAB) guidelines.

We, therefore, request your co-operation in obtaining from your clients their individual weights which can be aggregated for passengers travelling together. We understand that this can be a sensitive issue for some people, but the loading of light aircraft is a critical safety issue, and we are satisfied that the collection of this data will make a meaningful contribution to the industry safety record.

Passengers weighing more than 100kg may incur a surcharge or be required to purchase an additional seat. To clarify if this is the case, please enquire with our reservations consultant at the time of confirmation.

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## Insurance

It is a condition of booking with us that each and every guest be adequately covered by comprehensive travel and medical insurance, and we recommend that this includes:

Accidental death and disability, major medical, emergency medical evacuation, loss of personal effects; and Trip cancellation.

## Travel Documents and Vaccinations

It will be the sole responsibility of each guest to ensure that passports, visas, travel permits, health certificates, inoculations, international driving licences, or other documentation required for the trip are obtained and are in order.

## Consent to Risks

We draw guests' attention to the fact that there are certain real inherent risks and dangers involved in participating in wildlife adventure tours, game viewing activities, safaris and other related activities as provided by us, including without limitation the risk of contracting malaria.

By making a booking for and accepting or participating in any services all guests consent to the risks inherent in such wildlife adventure tours, game viewing activities, safaris and other related activities and warrant that he/she is aware of such risks and undertakes the wildlife adventure tours, game viewing activities, safaris and other related activities in connection with the services with full knowledge and appreciation thereof and at his/her own risk

## Limitation of Liability and Indemnity

All guests will be required, upon check-in, to read and complete our company indemnity form.

## Force majeure

Both parties, their owners, and operators shall not be held liable for failure to perform this agreement by either party upon the occurrence of any circumstance beyond the reasonable control of either party.

Such circumstances, including but not limited to disaster, fire, strikes/labour disputes/labour unrest (except those involving Hotel employees, contractors, or agents), governmental regulation, civil disturbance, war, terrorist acts and/or threats of violence, disease epidemics, public utility failure or World Health Organization of a travel warning restricting travel to the region where the hotel located, acts of God, hurricanes, earthquakes, extreme weather, or any other comparable condition beyond the reasonable control of either party, making it illegal or impossible for either party to perform their obligations hereunder.

Each Party shall nevertheless use its reasonable endeavours to alleviate the effects of such circumstances constituting Force Majeure, including agreeing upon alternative arrangements.

## Photography

Our properties and the regions where we operate provide some of the most spectacular photographic opportunities.

Please note that we do not allow drones at any of our camps. Many of the areas we work in have anti-poaching patrols and drones interfere with this critical work.

Some of our guides and staff are keen amateur photographers and to enhance your experiences and enjoyment, photographs may be taken of your safari, some of which may be used for promotional purposes. We reserve the right to use such photographic, film and video material, for any advertising or brochure productions without any consideration being payable to guests, to which use guests hereby irrevocably consent. We do however guarantee that no photographs of a compromising nature will be used for such purposes.

## Take Note:

- Please note that all transfers quoted are subject to change without prior notice.
- All accommodation rates quoted are subject to change without prior notice. However, rates quoted for confirmed bookings will be honoured.