

Botswana Holidays: Trading Terms & Conditions

Registered company: Sense of Africa Botswana (Pty) Ltd

Botswana Holidays disclaimer

Botswana Holidays takes every precaution to assess all the Third Party suppliers that we sell and make sure they are carrying correct licenses and insurances wherever possible.

We only sell suppliers that we are happy with and meet required standards, however please note:

Botswana Holidays and its employees, acts only as agent for the client in acquiring transportation, hotel accommodations, sightseeing and other privileges, or services for the clients' benefit, and on the express condition that **Botswana Holidays and its employees** shall not be responsible for any loss, accident, injury or death, delay, defect, omission or irregularity beyond our reasonable control, which may occur or be occasioned, whether by reason of any act, negligence or default of any company or third person engaged in, or responsible for carrying out any of the arrangements, or otherwise in connection therewith.

On receipt of payment (be it deposit or full payment whichever is applicable) the client acknowledges that he/she has read and understood the below Terms & Conditions and Botswana Holidays disclaimer.

Payment

On confirmation of booking, a 25% non-refundable deposit is required.

Balance payment is due no later than **60 days prior to departure**.

All prices are quoted NETT and exclude any bank charges related to the transaction.

Please note that you are responsible for the cost of any bank charges incurred in any of the payment processes and payments must be made in the currency in which the quotation was accepted, or in which the invoice is made out.

All payments should be made through electronic or telegraphic bank transfer (TT)

Please ensure that you advise your SWIFT code and the relevant reservation number when making payment.

Please email your payment confirmation to the consultant you have been dealing with at Botswana Holidays.

Please note that in some circumstances (particularly bookings involving national park campsites), full payment is required to secure reservations to which you will be advised on confirmation of booking.

Cancellation conditions

Cancellations are only effective on receipt of written notification.

Cancellation conditions vary from supplier to supplier and in certain cases stricter cancellation conditions may apply. Please enquire with your consultant for specific cancellation conditions pertaining to your booking.

To cover all variances our general cancellation conditions are:

Confirmation – 91 days before travel: 25% (non-refundable deposit)

60 – 46 days before travel: 50% cancellation fee

45 – 0 days before travel: 100% cancellation fee

Amendment & changes to itineraries

Botswana Holidays reserves the right to change the itinerary should there be unforeseen



circumstances (adverse weather conditions, lodge closures, airstrip closures) but all efforts will be made to stick to the original itinerary where and as much as possible.

Botswana Holidays will/can make amendments within reason to the itinerary where possible when requested to do so – but any cancellation or amendment charges resulting from this amendment will be passed on to the client.

Note: Botswana Holidays cannot be held responsible for delays in charter flights/road transfers caused by adverse weather conditions and therefore resulting in delayed arrival/departure times or missed connections for onward travel arrangements - please ensure travel insurance covers these circumstances.

Flight times

Regional flight times may change but all schedule changes will be advised beforehand.

Inter-camp flights are booked on seat rates and there may be up to 3 stops prior to destination. Inter-camp flight and transfer times are advised 24 hours beforehand and the operators reserve the right to change times due to unforeseen circumstances. Guests **MUST** ensure they adhere to strict luggage restrictions, please read our General Information document.

Please ensure for all airline tickets:

Full names as they appear on your passports are required. Should names on your air tickets not correspond to the passports then charges may apply or alternatively you will require purchasing a new ticket.

Important note for self-drive clients

Road conditions and water flood levels are continuously changing. Please note that these can change on a daily basis and therefore we advise clients to seek advice on current road conditions prior to travelling through the parks if possible. We cannot be held responsible for any road closures and changes to routes.

Travel insurance

Botswana Holidays and all third party properties require that all clients take out fully comprehensive travel insurance from home country to cover accidents, lost luggage, delays and loss of property etc. Botswana Holidays and its employees will not be held responsible in any regard for these circumstances.

*'This document is issued subject to the terms and conditions of business as set out on
www.senseofafrica.com/botswana
If you cannot gain access to the website, it is your responsibility to contact Botswana Holidays
directly to obtain an emailed / faxed copy thereof.'*

Registered company name: Sense of Africa, Botswana (Pty) Ltd.