

BOOKING TERMS & CONDITIONS & OTHER IMPORTANT INFORMATION

General:

- When making a booking, you will receive a copy of our Booking Terms and Conditions including our Cancellation Policy. If you don't receive a copy with your booking, please ask for it.
- By confirming your booking in writing, you accept that you have read and understood our Booking Terms and Conditions, including our Cancellation Policy.
- We reserve the right to amend our Rates and Booking Terms and Conditions at our discretion.
- Bookings of 3 guest tents or less are considered a Standard Booking. Bookings of 4 guest tents or more is considered a Group Booking.
- Once any booking is confirmed in writing, we will issue an invoice for a 20% non-refundable deposit. If the deposit is not paid within 7 days of invoicing, the booking may be cancelled.
- The balance of the invoice is to be paid 45 days prior to the guest's arrival.
- Bookings made within the same month of travel must be settled in full, immediately on confirmation of the booking.
- Please note that we do not allow deferral of bookings.
- References to Kwando and Kwando Safaris are interchangeable.
- Conditions subject to change at any time.

Booking Procedure:

- All reservations and confirmations must be received in writing by email.
- All rates discussed & agreed upon must also be in writing.
- Bookings will only be held provisionally for 14 days on auto-release unless agreed upon in writing.
- Any reductions in confirmed bookings are subject to cancellation fees.

NB: Client Information:

To give your guests the experience they are wishing for – please can you provide us with the following information at least 30 days before guest arrival:

- Full names as per passport for each guest.
- Passport number and expiry date (especially for Moremi Air bookings)
- Date of birth
- Room configuration – twin or double bed set-up
- Dietary and/or medical requirements/medication they are travelling with.
- Special occasions or requests
- Arrival/departure details

- Weights per person

Our camps and activities are not suited to disabled guests, but arrangements can be made on a case-by-case basis.

Cancellation Policy:

- A booking is regarded as confirmed after written confirmation has been received by our reservations office.
- A 20% non-refundable deposit is due upon confirmation, funds need to be received within 7 days of confirming.
- Balance payment is due 45 days or more before guests' arrival.
- Cancellation of any kind after confirmation will still require a 20% fee, regardless of actual payment being received.
- We reserve the right to cancel the booking if payment is not forthcoming and charge the full deposit.

Cancellations terms and conditions for Kwando Safaris:

Cancellation 65 days or more prior to arrival – 20% of the total booking cost

Cancellation 64 - 45 days prior to arrival – 50% of the total booking cost

Cancellation 44 days or less prior to arrival – 100% of total booking cost

No refunds will be permitted for no-shows or early departures.

Insurance:

All guests are required to have travel insurance which includes medical cover.

Kwando Safaris cannot be held liable for any costs incurred due to situations beyond our control.

Child Policy:

- Kwara has min age 18 years, families with children under 18 years can book Splash Camp or 4 Rivers Camp, both in the same concession.
- Nxai Pan and Tau Pan have no min age restriction during Secret season (mid-season) and Flood season (high Season). The min age restriction is 6 years during Green season (low season).
- Lebala, Lagoon, Splash, Pom Pom, Rra Dinare, Mma Dinare, 4 Rivers and Moremi Crossing all have a minimum age of 6 years.
- At Gunns Camp we impose a strict age limit of 12 years - guests under the age of 12 can be booked into Moremi Crossing, in the same concession.
- Children under 6 years are only accepted when booking a camp for exclusive use, or when booking

the Splash Enclave for exclusive use.

- Children under 18 years must share a room with an adult (18 years & older)
- Lagoon, Lebala, Rra Dinare, Nxai Pan, and Tau Pan each have 1 family unit which includes 2 sleeping rooms and 1 shared bathroom (the second bedroom is smaller)
- Splash has 2 family units; each one has 2 sleeping rooms and 1 shared bathroom (the second sleeping room is smaller)
- Mma Dinare, Pom Pom, 4 Rivers, and Moremi Crossing each have 1 family unit which includes 2 sleeping rooms and 2 bathrooms (the second bedroom and bathroom are smaller). *Gunns camp – to be advised*
- Family rooms are booked on a first come first served basis and priority is given to families with children under 18 years.
- Family rooms are not bookable for triple or quad sharing adults.
- All camps, except Kwara, have one "floating" extra bed in the camp. This can be used in the family unit for 2 adults and 3 children, OR, in a standard tent for 2 adults and 1 child.
- We only allow a maximum of one triple (2 adults and 1 child) to be booked at one time. This is in addition to the family room. We will otherwise be exceeding the permitted limit of the concession.
- In the case of Moremi Crossing, although we do have an extra bed, for the comfort of guests, we would discourage this set up, but we can accommodate if required.
- In the case of Gunn's Camp, although we do not have a family room, the floating extra bed can be added to any of the standard tents, in the living area of the tent, max 1. – update to be advised.
- Private vehicles are compulsory for families with children under 12 years except at Moremi Crossing.
- Children under 12 years of age are not permitted to take part in mokoro or walking safaris and at the guides discretion. Guides and camp managers reserve the right to disallow children or any other guest from participating in activities if they feel that the individuals are not able to understand and adhere to the safety instructions laid out.
- We do not have bed cots for children, highchairs or baby/child-friendly equipment, families are required to bring their own.

Child Discount Conditions:

- Children are considered 6 – 15 years inclusive. When the child reaches 16 years, full adult rates apply.
- At Gunns Camp, we can allow children between the age of 12 and 15 years of age to receive the reduced rate, provided they are sharing it with an adult of 18 years, max 1 child on any given night receiving the reduced rate.
- Child rates are applicable for children under 16 years booked into a family room (max 3) or in a triple share with the extra bed (2 adults and 1 child)
- We reserve the right to ask for proof of age.

- We reserve the right to withdraw the rate at any time without notice.
- Child discount rates not applicable at Kwara
- Child discount rates are not applicable during the 5 Rivers season special.

Accompanying Group Tour Leaders / Tour Guides:

- One guest tent is available at each camp per night for accompanying private guides/group tour leaders at the group Tour Leader Rate.
- If the tent is the last available guest tent or a Tour Leader booking is already in place at the camp, then the second group Tour leader will be charged the standard guest rate or offered a Pilot Tent (should one exist) at the group Leader Rate.
- There is no single supplement where a group Leader Rate is applied.
- For groups of 11 guests or more, two Group Leader Rates, sharing can be applied.
- For groups of 10 guests or less, only one Group Leader Rate can be used. Any additional Group Leaders will be charged normal guest rates.
- A private vehicle is mandatory where a Group Leader is travelling with the guests. Group Leaders must sit alongside guests as the Kwando guide and tracker occupy the driver and passenger seats.

Kwando Private Specialists Guide Hire:

- Specialists' guides (birding, photography etc) must be booked for the entire stay at any one given camp and can be booked for multiple camps if required.
- Fees for re-positioning and re-locating the requested guide are chargeable based on Moremi air flight costs to get the guide to the required camp.
- A private vehicle must be booked simultaneously and is an additional cost.
- Therefore, total cost will be daily rate: Specialists private guide cost + Moremi Air flight cost + Private Vehicle cost.

Private Vehicle Hire:

- Private vehicles are priced per night and are only available for the full stay at any one camp and not part thereof.
- Families with children 6-11 years inclusive are required to book a private vehicle.
- Booking a private vehicle includes a standard allocated guide & tracker and not a specialist's guide or family guide. Please note guides change at each camp.
- For all camps, except Kwara and Moremi Crossing, we take max 6 guests per vehicle, guaranteeing each guest a window seat. With 3 rows of 3 seats, there are a total of 9 seats in the vehicle, with max 6 guests, there are always 3 empty seats.
 - 5 or 6 guests travelling together will automatically get a private vehicle at no extra charge.
 - Private vehicle fees are applied to 4 or fewer guests who book it exclusively. The fee is based

on the number of empty seats out of 6 seats per vehicle – so for a private vehicle – the cost accounts for 5 empty seats, if 2 guests the cost is 4 empty seats etc.

- For Kwara, operates with a max of 4 guests per vehicle in the same 9-seater vehicle, always leaving 5 seats empty.
 - 3 or 4 guests are travelling together, they automatically get a private vehicle at no extra charge.
 - The private vehicle fees apply when 2 or fewer guests book it exclusively and the fee is calculated on the number of empty seats out of 4 in a vehicle, so if 1 guest requires a private vehicle, the cost is for 3 empty seats, if 2 guests the cost is 2 empty seats.
- For Moremi Crossing, and *Gunns camp*, there are no private vehicles available for booking. Moremi Crossing takes 9 guests in a 9-seater vehicle and guests of all ages (6 years +) share a vehicle. At Gunns we take 6 guests in a 9-seater vehicle. – *Gunns to be asdvised*

Single Supplement Waiver:

- Can be waived when a camp is booked for Exclusive Use, during Secret Season, Green Season, or 5 Rivers Season, waived for a maximum of 2 single guest tents. Any additional single clients will pay the single supplement rate.
- Not waived during Flood Season (high season), single supplements are chargeable to all guest rooms/tents.

Repeat Guest Discount:

- 5% discount offered on accommodation for guests who have stayed before (not applicable for new travelers in the same booking with repeat guests).
- The previous camps and date of stay need to be provided for verification purposes.
- This discount can be combined with the Long Stay Discount but is not valid in conjunction with any other special, competition or prize (including the Honeymoon Special).

Last-Minute Rates:

- Last-minute rates are available for travel from one month prior to travel. Please request a copy of these rates from: res4@kwando.co.bw

Long Stay Discounts:

- We encourage longer-stay travel by giving a discount for stays of 6 nights of more in total at a single camp or combined camps throughout the Flood season and Secret season.

- For stays of 6 or 7 nights, please use the rates for 6-7 night column. For 8 nights or more, please use the 8+ nights column.
- The Long Stay discounts are not available in Green Season or with 5 Rivers rates.
- Nights at Chobe Safari Lodge, Chobe Bush Lodge, Nata Lodge do not count towards the accumulation of nights.

Honeymoon Special:

- For honeymoon couples travelling within one year of getting married, one adult qualifies for a 50% discount (accommodation only) across all camps at any time of year.
- The couple will also receive a wedding gift at their first camp and have a private dinner at any camp during their stay (agreed with agent ahead of time).
- The Honeymoon Special cannot be combined with 5 Rivers Rates or any other discounts or specials.
- A wedding certificate or alternative proof by agreement must be sent before travel.

5 Rivers Rates:

- These are valid from 15th of November to the 31st of March. Please request a copy of the 5 Rivers rates from your Reservations Consultant and note that terms and conditions may differ.

Exclusive-Use Rates:

- These rates are strictly not combinable with any other discounts. (Repeat, waiver of S/S etc)
- With Exclusive Use we can accept children under 6 years however age restrictions for children's activities still apply for safety reasons
- If you would like to guarantee one of Kwando's Specialist Private Guides, this needs to be pre-booked and is chargeable. Please refer to "Kwando Private Guide Hire"

Group long release and exclusive use provisional holds:

- You can hold an exclusive use provisional or group booking without deposit until the following deadlines:

Green season (low season): unconfirmed space must be released 90 days before travel.

Secret season (mid-season): unconfirmed space must be released 135 days before travel.

Flood season (high season): unconfirmed space must be released 180 days before travel.

- Unconfirmed space means that you, the agent, have not received a deposit to secure that client's booking.
- Upon the relevant Long Release Date, we will request an update on the number of tents sold and

release all unconfirmed tents. Following this we will invoice you for the confirmed tents, private vehicles, guide accommodation where requested.

- Should you amend your booking from exclusive use to group or FIT booking, standard rates, terms, and conditions will apply.
- We do not discount group rates for Moremi Air.
- Standard payment Terms & Conditions still apply.
- Cancellation fees will be levied on Group Bookings per a standard cancellation.

Splash Enclave Exclusive Use:

- To secure the Enclave for private use, a group must pay for a minimum of 6 adults.
- Splash Enclave can only accommodate a maximum of 12 adults and can only be booked on exclusive use.
- We include one private vehicle complimentary per 6 adults, for Splash Enclave bookings.

Transfers Into Our camps:

Transfers into our camps are made on light-aircraft flights. Moremi Air is our preferred carrier, please refer to the Moremi Air rates sheet.

Moremi Air Terms & Conditions:

- All flights (with Moremi Air) are to be booked with Kwando Safaris as part of a booking.
- Each leg can have up to 3 stops en route.
- These flights typically take place between 10:00hrs and 15:00hrs but also may vary.
- Inter-camp times are only released the day before travel, at 4pm.
- All light aircraft flights will be scheduled in accordance with international flights with sufficient check-In time, on the condition that sufficient notice is given.
- You may request an earlier/later flight time; however, this CANNOT be guaranteed. The only way to guarantee a specific time is to book a private charter on private charter rates.
- All flights should be booked at least 48 hours in advance, or a private charter rate may apply.
- The scheduling of all flights remains entirely at the discretion of Moremi Air.

Cancellation terms and conditions for Moremi Air:

Cancellation 7 days prior to arrival – 25% of the total booking cost

Cancellation 48 hours prior to arrival – 50% of total booking cost

Cancellation 24 hours prior to arrival – 100% of total booking cost

Conditions of carriage:

Types of Luggage: Luggage MUST be in soft-sided bags as luggage compartments on the light aircraft flights have limited space and all luggage must be sufficiently flexible to fit into these spaces. Moremi Air provides guidelines on acceptable luggage. Please ask for a copy if you need one. We are unable to carry hard case luggage.

Luggage Weight Restrictions: 20kg per person, inclusive of camera equipment and hand luggage. Should your guests have excess luggage please inform us beforehand to include the excess weight charges on your invoice.

Excess baggage of 1 – 15kg will cost 50% extra of the standard seat rates and 15 – 40kgs will cost 100% extra of the standard seat rate.

Should luggage be over the allowed weight limit, on arrival, Moremi Air (via Kwando Safaris) reserves the right to charge additionally, 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.

Body Weight Restrictions:

- Should body weights be over the allowed weight limit, on arrival, Moremi Air (via Kwando Safaris) reserves the right to charge additionally, on the spot.
- Due to safety requirements, it is mandatory to provide all weights at the time of booking confirmation, with Kwando Safaris.
- 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 your reservation consultant at the time of confirmation.

Payment Details:

Please note that we accept payments in the form of: VISA and MASTER credit cards, telegraphic or SWIFT transfers and cash. Bank drafts and foreign cheques (in any currency) are not accepted due to the long delays with postage and confirmation of payment.

US dollars pre-2006 are not accepted in Botswana.