

GENERAL TERMS & CONDITIONS.



1. GENERAL

Shangana Safaris (Pty) Ltd

T/A Shangana Travel Agency

Plot 303. Lions Gate Business Centre, Boseja Maun Botswana

Po Box 319

1.1 All terms and conditions, whether general or special, shall be interpreted and take effect according to the laws of Botswana. The Courts of Botswana shall have sole jurisdiction in respect of any claims which may arise between the Client and Shangana Safaris (Pty) Ltd trading as Shangana Travel Agency hereafter referred to as The Company.

1.2 Payment to The Company shall be at rates specified in the Rate Schedule, or as agreed in writing from time to time.

1.3 Credit arrangements are on application only. Where no credit facility exists, all reservations shall be settled on a pre-payment basis.

1.4 The Company shall not be held responsible for any damage to or loss of any property whether belonging to the client or any of the guests, nor shall The Company be responsible for any personal injury which may be sustained by the client or any guests, directors, servants or agents of the client, whether such damage or personal injury be caused by, or arise from the negligence of The Company or its employees or otherwise. The client hereby indemnifies Shangana Safaris (Pty) Ltd trading as Shangana Travel Agency (The Company) and all its directors, servants and agents against any claim of whatsoever nature that may be made against The Company by the client or any of the guests, directors, servants or agents of the client in respect of such personal injury, loss or damage.

1.5 Any special dietary requirements and/or food allergy information should be conveyed to our reservations department during the process of confirming the booking. Failure to do so may result in our not being able to accommodate such requirements.

1.6 Quotes are subject to change with reference to fuel price increases, any changes in departure taxes and navigation fees as prescribed by the Government of Botswana and Air Botswana from time to time

1.7 A strict luggage allowance of 20 kg per person is applicable for all charter flights as small aircraft are used. Luggage must be in small manageable bags, not suitcases.

1.8 Water activities are water level permitted.

DEPOSITS & SETTLEMENT

2.1 A non-refundable 20% deposit is required to confirm your safari.

2.2 Settlement to be paid in full no later than 60 days before arrival.

2.3 Please ensure that if making payment by bank transfer that the full amount is paid to us after the deduction of any applicable bank charges.

NB: Please email a copy of the bank transfer proof of payment to
reservations@safari-botswana.com

2.4 All reservations and amendments to reservations are valid only if advised and acknowledged in writing by facsimile, email or letter.

