



## **Booking Terms, Conditions & Important Information**

### **1. GENERAL**

- All reservations must be received in writing.
- Regrettably, no telephonic reservations will be held.
- Please forward a rooming list with names of guests upon confirmation.
- Special dietary requirements to our reservations department at least 30 days prior to arrival date.
- Please forward all medical Insurance details including name of company & contact phone number & policy number.
- Should you cancel a confirmed booking, the cancellation policy will apply.
- Guests will be asked to sign an indemnity form on arrival at the lodges and this is compulsory, please inform them so they are fore warned.

### **2. BOOKING PROCEDURES AND POLICIES (1 TO 5 GUESTS)**

- Reservations made outside of 90 days prior to travel will be held provisionally for a maximum of 14 days from date of reservation unless confirmed status is requested by The Agent. In the case of High Season (June through to end of October) provisional bookings will only be held for a maximum of 7 days from date of reservation.
- Reservations made inside of 60 days prior to arrival will be held provisionally for a maximum of 7 days unless confirmed status is requested by The Agent.
- Reservations made inside of 30 days prior to arrival will be held provisionally for 72 hours unless confirmed status is requested by The Agent.
- Once a booking has been confirmed, the Cancellation Policy shall apply.
- Provisional bookings will be held for periods stipulated above. Thereafter Hwange Bush Camp reserves the right to release any such provisional booking. However, should Hwange Bush Camp, receive a confirmed booking during the stipulated period, you will be informed in writing to confirm your reservation. We will also request a deposit of 20% within 5 working days. The deposit is non-refundable. Failure to do so within 24 hours may result in the booking being cancelled. Should a booking be confirmed and the number of guests and/or rooms be reduced, our standard cancellation fees will apply.

### **3. GROUP BOOKINGS (10-16Guests)**

- Please note that we require final numbers for all group bookings 90 days prior to travel. (A group booking is classified as any booking of 10 or more guests). Once confirmation has been received a 20% non-refundable deposit will be required.
- A final rooming list and full payment will be required 45 days prior to arrival.



- Should you cancel within 90 days of your group arrival or once a deposit has been received, we will hold a 20% cancellation fee.
- Kindly note, unless the above terms are met, we reserve the right to automatically release the reservation.
- Provisional bookings will be held for 14 days, at which time the reservation will be released, unless Hwange Bush Camp is otherwise notified by the Agent. A booking will only be confirmed by Hwange Bush Camp on receipt of payment, unless credit facilities are in place.

#### **4. AGENT RESPONSIBILITY**

- Hwange Bush Camp / The Product Supplier, takes no responsibility for the clients' passport validity, visas, travel permits, travel insurance, health certificates, inoculations and any other documentation required for the trip. Hwange Bush Camp accepts no responsibility for any loss/theft of personal items and/or any injuries that might occur, for the duration of the trip.
- It is important that you thoroughly check visa requirements before your intended date of travel, as Hwange Bush Camp cannot be held responsible should necessary visa requirements not be fulfilled.

#### **5. TOUR LEADER POLICY**

- 1 – 9 Full paying guests – Tour Leader is charged full Tour Leaders rate
- 10-16 Full paying guests – Tour Leader free
- Please note that Tour Leaders will be accommodated in the Tour Leader room.

#### **6. COMPLIMENTARY POLICY**

Familiarisations

These will be issued at the discretion of Hwange Bush Camp and subject to availability and may be subject to a cost recovery.

#### **7. CANCELLATION POLICY**

Cancellations are only effective on receipt of written notification. All reservations made shall become subject to the cancellation policy once the Agent has confirmed a booking in writing:

- Should a cancellation be received between **120** and **61** days prior to due arrival date **20%** of the contracted rate will be charged.
- Should a cancellation be received between **60** and **31** days prior to due arrival date **50%** of the contracted rate will be charged.
- Should a cancellation be received between **30** and **0** days prior to due arrival date **100%** of the contracted rate will be charged.
- **Please note:** Should your clients fail to arrive on the due arrival date, start their trip after departure or leave before its completion, no refund will be made.



## **8. TERMS OF PAYMENT**

- In order to secure a booking, we require a 20% non-refundable deposit.
- Full pre payment to be received 30days prior to travel. If payment has not been received, we reserve the right to cancel the reservation and our cancellation policy will apply.
- Extras must be settled on check out by guests.

## **9. CHILD POLICY**

- Unless booking the whole lodge, we regret that no children under the age of 8 will be accepted at Hwange Bush Camp.
- Children aged 8-12 years will be charged 50% of the adults sharing rate.
- Please note we have no babysitting facilities. As our lodge is in a wildlife area, children should be under supervision of their parents or a guardian at all times.
- There is no family room at Hwange Bush Camp, however, we are able to place a third bed in the room so the child can be with the parents.
- All children aged 8 to 14 should have a parent or guardian sleeping in their room at night.
- At meal times should children continually be disruptive they will be asked to eat separately to other full paying guests.
- As our game drive vehicles have a capacity to take 6 guests, families with children aged 12 and below could be asked to pay for a private vehicle. This would only come about if the they were 4 or less and the children were 12 or below. OR if once in camp the children were disruptive whilst out on game drives and impacted on independent travelers that might be in the same vehicle, the parents/guardian will be charged for a private vehicle.
- The age limit for children on a walking safari is 12years and above, however, this will be at the discretion of the Pro guide in camp.
- We do not allow children from one family to join another family on activities should their parents wish to do a different activity

## **10. PAYMENT**

- When making a deposit, a copy of the proof of payment should be emailed to [accounts@kazumatrails.com](mailto:accounts@kazumatrails.com)

## **11. INSURANCE**

Ensure that all guests take out comprehensive travel insurance covering them for personal effects, personal accident, medical and emergency travel expenses, cancellation and curtailment.