



Susuwe Island & Lianshulu Game Lodges & Camps
NAMIBIA · SOUTHERN AFRICA

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CANCELLATION AND BOOKING POLICY

NOTE: IT IS A CONDITION OF BOOKING WITH CAPRIVI COLLECTION THAT EACH AND EVERY GUEST BE ADEQUATELY COVERED BY COMPREHENSIVE TRAVEL AND MEDICAL INSURANCE

BOOKING PROCEDURE:

All reservations must be received in writing by **fax (+264 866 305 99)** or **e-mail (reservations@caprivicollection.com)**.

The following details are required 30 days prior to date of travel in order to confirm a booking:

- 1) Clients Full Names / Rooming list | 2) Arrival & Departure Details | 3) Nationality | 4) Dietary Requirements | 5) Payment in Full

Please do not confirm any booking to Caprivi Collection unless you are holding the necessary funds. Should you cancel a confirmed booking, the cancellation policy will apply.

PAYMENT POLICY:

Our reservations department will advise the easiest method of payment. All reservations made will only be guaranteed once payment is made and monies are received in accordance with the following schedule:

INDIVIDUAL / FIT RESERVATION:

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

All bookings are held as **provisional** until:

- A **deposit** of 30% of the total invoiced amount (as specified on the invoice) is received by us.
- Should the deposit not be received, our reservation system will **automatically cancel** the booking.
- Once the deposit is received – the booking will be regarded as **confirmed**.
- **The deposit is calculated by the total number of rooms reserved.**
- **Balance of payment** must be received at least **30 days prior** to date of travel.
- **Proof of payment** must be **faxed** (+264 64 403 560) or **e-mailed** (reservations@caprivicollection.com) to our office, with the following details:
 - 1) Company name | 2) Reservation name & number | 3) Date of deposit | 4) Amount paid.

PLEASE NOTE: Whilst a booking is held on a provisional status and another booking is received accompanied by a 30% deposit, you will be informed in writing to secure your reservation with a deposit of 30% within 5 working days. Failure to pay the deposit within the 5 working days will result in an automatic cancellation of the entire reservation.

Waitlist: We are able to waitlist bookings at the lodges on the reservations system – such requests should be sent to us via fax or e-mail. Should the space clear - you will be notified in writing and the standard booking procedures will apply.

Amendments and Special Concessions: All amendments to the above must be directed in writing to reservations@caprivicollection.com

FIT CANCELLATION POLICY:

All cancellations will be subject to the following policy:

No. of days prior to arrival:	Applicable cancellation fee
Up to 40	30% deposit is forfeited
39 - 30	50% of total value of reservation
30 or less	100% of total value of reservation

CHILD POLICY:

CC PROPERTY:	CHILDREN ACCEPTED:	AGES ACCEPTED FOR ACTIVITIES			
		4X4	BOATING	FISHING	WALKING
Lianshulu Lodge	From 6 years	6+	6+	6+	6+
Susuwe Island Lodge	From 6 years	6+	6+	6+	6+

Children must be under parent/guardian supervision at all times. | No childcare is provided for at any of the above lodges. | Children aged 15 years and younger to share with a parent/guardian at all times. | Provision for a triple room can be made prior to travel.

IMPORTANT INFORMATION:

- All guests travelling with Caprivi Collection must be covered by their own fully comprehensive travel and medical insurance policy valid from the date that they confirm the booking with us.
- Please contact the relevant authorities to confirm current visa requirements and to ensure that travel documents are in order for the countries travelled through to get to us.
- It is important to ensure that arrival and departure times coincide with border times:

NOTES:

- **Accommodation & Transfers rates** quoted are subject to change without prior notice.
- A luggage restriction of **20kg** per person (soft bags; no hard suitcases and including hand luggage) for all charter flights.
- Passenger Taxes and Visa Fees where applicable are not included.

Yours faithfully,
Caprivi Collection Reservations
E&OE