

| THE COLLECTION | Experience            | Rooms                            | No. Of Beds | Per person Sharing |          |          | Single supplement  | Children | Pilots/Guides | Private vehicle/boat |
|----------------|-----------------------|----------------------------------|-------------|--------------------|----------|----------|--------------------|----------|---------------|----------------------|
|                |                       |                                  |             | High               | Shoulder | Low      |                    |          |               |                      |
| Mopiri         | True water Experience | 7 luxury Rooms<br>3 Family Units | 14          | US\$ 686           | US\$ 624 | US\$ 370 | High: US\$ 343     | 50%      | US\$ 250      | US\$ 250             |
|                |                       |                                  | 12          |                    |          |          | Shoulder: US\$ 312 |          |               |                      |
|                |                       |                                  |             |                    |          |          | Low: US\$ 185      |          |               |                      |
| Nokanyana      | Bush & Safari         | 7 luxury Rooms<br>3 Family Units | 14          | US\$ 686           | US\$ 624 | US\$ 370 | High: US\$ 343     | 50%      | US\$ 250      | US\$ 250             |
|                |                       |                                  | 12          |                    |          |          | Shoulder: US\$ 312 |          |               |                      |
|                |                       |                                  |             |                    |          |          | Low: US\$ 185      |          |               |                      |
| Tsau           | Kalahari Desert       | 7 luxury Rooms<br>3 Family Units | 14<br>12    | Coming 2020        |          |          |                    |          |               |                      |

SEASONS

|          |   |
|----------|---|
| HIGH     | 1 <sup>st</sup> July – 31 <sup>st</sup> October   |
| SHOULDER | 1 <sup>st</sup> Apr. – 30 <sup>th</sup> Jun. & 1 <sup>st</sup> Nov. – 30 <sup>th</sup> Nov. |
| LOW      | 1 <sup>st</sup> Jan. – 31 <sup>st</sup> Mar. & 1 <sup>st</sup> Dec. – 31 <sup>st</sup> Dec. |

INCLUSIVE  
EXCLUSIVE  
CHILDREN

Accommodation, all meals, drinks, activities, guest laundry, tourism levy, VAT, and transfers from the Airstrips.  
Premium brand drinks, optional extras, and gratuities.  
Children aged 11 and under are half rate. (Children 12+ are full rate)  
Mopiri accepts children of all ages. Nokanyana accepts children from the age of 6.  
Private vehicles must be booked for families with children under the age of 12.

| ACTIVITIES | Game Drive | Boat Cruise | Bush Walk | Mokoro | Birding | Fishing (Mar-Dec) | Fly Camps | Village Tour | Heli Flips* | Horse Riding* | Glamping* | Spa* |
|------------|------------|-------------|-----------|--------|---------|-------------------|-----------|--------------|-------------|---------------|-----------|------|
| Mopiri     |            | ✓           | ✓         | ✓      | ✓       | ✓                 | ✓         | ✓            | ✓           |               |           | ✓    |
| Nokanyana  | ✓          |             | ✓         |        | ✓       |                   |           | ✓            | ✓           |               |           |      |
| Tsau       | ✓          |             | ✓         |        | ✓       |                   |           |              |             | ✓             | ✓         |      |

\* OPTIONAL EXTRAS: At an additional cost. Please contact us for rates & availability.

**HELICOPTER RATES (Mopiri only) | Heli flip (30 mins) - US\$ 200 pp | Heli flip (45 mins) - US\$ 270 pp | Helicopter and Tsodilo Hills combo – US\$ 650 pp (min. 2 ppl.) | Helicopter and village tour combo – US\$ 650 pp (min. 2 ppl.)**

| OPTIONS             | 3 hour                                | Full Day  | Overnight   | 2 nights  |
|---------------------|---------------------------------------|---|---|---|
| Tswii Mokoro Trails | Morning or afternoon mokoro trip only | Inclusive of Mokoro trips, bush walk, lunch & boat/road transfers | Inclusive of Mokoro trips, bush walk, breakfast, lunch pack, dinner & boat/road transfers | Inclusive of Mokoro trips, bush walks, all meals, drinks, full team of staff, all camping equipment and boat/road transfers |

All Tswii Mokoro Trails activities are tailor-made to your request, so please contact our reservations team.

## 2020 | BOOKING TERMS & CONDITIONS

### BOOKING TERMS & CONDITIONS

It is to be noted that this STO contract is between ROOTS & JOURNEYS and the Tour Operator/Agent. The Tour Operator/Agent will therefore not be entitled to any leniency or indulgence in the event that Group/s or individual/s do not timeously perform their corresponding duties to the Tour Operator/Agent. ROOTS & JOURNEYS reserves the right to amend its policies, terms and conditions for bookings, without prior notice.

- STO rates are net and non commissionable.
- Quoted rates are per person per day unless otherwise specified.
- Special rates are also available for pilots and guides when accompanying full paying clients.
- Rates are inclusive of VAT on accommodation, meals, beverages and activities.

Any amount due to ROOTS & JOURNEYS will be payable as follows unless a credit application form has been completed and approved:

### RESERVATION PROCEDURE:

All reservations must be received in writing via email.  
Any special dietary requirements must be sent to our reservations department at least 30 days prior to arrival date.

### PAYMENT POLICY:

All reservations made will only be guaranteed once payment is made and monies are received in accordance with the following schedule:

### INDIVIDUAL (FIT) RESERVATIONS

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 within 7 working days the reservation will be automatically cancelled.
- Once the deposit is received – the booking will be regarded as confirmed.
- Balance of payment must be received at least 30 days (ie 4 weeks) prior to arrival.
- Proof of payment must be scanned and emailed to our Maun, Botswana office, with the following details:
  - Reservation name, invoice number, date of deposit, amount paid.

**PLEASE NOTE:** Whilst a booking is held in 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 7 working days. Failure to pay the deposit within the 7 working days will result in an automatic cancellation of the entire reservation.

### GROUP RESERVATIONS

A group booking is classified as any booking of 6 or more guests per night.  
All bookings are held as provisional until:

- A deposit of 30% of the total invoiced amount (as specified on the invoice) must be received by us within 7 working days unless otherwise agreed to in writing by us at the time of reservation.
- Should the deposit not be received within 7 working days our reservation system will automatically cancel the booking.
- Once the deposit is received – the booking will be regarded as confirmed.
- On a confirmed group reservation – should rooms be reduced:
  - Every effort will be made to resell those rooms.
  - Should the rooms not be sold – cancellation policy to those rooms reduced will apply.
- Balance of payment must be received at least 60 days (ie 8 weeks) prior to arrival.
- Proof of payment must be scanned and emailed to our Maun, Botswana office, with the following details:
  - Reservation name, invoice number, date of deposit, amount paid.

### CANCELLATION POLICY:

All cancellations will be subject to the following policy:  
Cancellation policy for individual travelers (FIT) and groups:  
No. of days prior to arrival and applicable cancellation fee:

- 60- 40: the 30% deposit is forfeited
- 39 – 30: 55% of total value of reservation is charged
- 29 or less: 100% of total value of reservation is charged

Please note that all cancellations are only effective once confirmed in writing by our sales office.  
**Please note that all refunds are subject to commission and/or bank charges.**  
Should the deposit/prepayment not be received within the time-frame specified, ROOTS & JOURNEYS reserves the right to cancel the reservation.  
The final rooming list should also be in ROOTS & JOURNEYS possession 14 days prior to arrival date.  
In certain instances ROOTS & JOURNEYS reserves the right to increase the amount of prepayment required and to increase the time span relating to deposit due dates, the Operator will be advised accordingly.  
Late arrivals/early departures: no refunds will be given for meals or services not taken up.

### PORTERAGE POLICY

Porterage is offered and is included in the rate.

### CHECK IN/OUT TIMES.

Check in time is usually from 14h00 and check out time is by 11h00, these can be flexible.  
Please contact us if you require different timings and we shall do our best to accommodate you if possible.