

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 3 Family Units	14 12	(RACK US\$ 686) US\$ 583	(RACK US\$ 624) US\$ 530	(RACK US\$ 370) US\$ 315	High: US\$ 292	High: US\$ 292	US\$ 250	US\$ 250
							Shoulder: US\$ 265	Shoulder: US\$ 265		
							Low: US\$ 158	Low: US\$ 158		
Nokanyana	Bush & Safari	7 Luxury Rooms 3 Family Units	14 12	(RACK US\$ 686) US\$ 583	(RACK US\$ 624) US\$ 530	(RACK US\$ 370) US\$ 315	High: US\$ 292	High: US\$ 292	US\$ 250	US\$ 250
							Shoulder: US\$ 265	Shoulder: US\$ 265		
							Low: US\$ 158	Low: US\$ 158		
Tsau	Kalahari Desert	7 Luxury Rooms 3 Family Units	14 12	Coming 2020						

SEASONS	HIGH	July – October	INCLUSIVE	Accommodation, all meals, drinks, activities, guest laundry, tourism levy, VAT, and transfers from the airstrips.
	SHOULDER			
	LOW			
SEASONS	HIGH	April – June & November	EXCLUSIVE	Premium brand drinks, optional extras, and gratuities.
	SHOULDER			
	LOW			
SEASONS	HIGH	January – March & December	CHILDREN	Children aged 11 and under are half rate. (Children 12+ are full rate)
	SHOULDER			
	LOW			
SEASONS	HIGH			Mopiri accepts children of all ages. Nokanyana accepts children from the age of 6.
	SHOULDER			
	LOW			
SEASONS	HIGH			Private vehicles must be booked for families with children under the age of 12.
	SHOULDER			
	LOW			

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	✓		✓		✓					✓	✓	

* Spa are in-room treatments
(Treatment list available on request)

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

Tswii Mokoro Trails	3 hour	Full Day	Overnight	2 nights
OPTIONS	Morning or afternoon mokoro trip only	Inclusive of Mokoro trips, bush walk, lunch & road transfers	Inclusive of Mokoro trips, bush walks, breakfast, lunch pack, dinner & road transfers	Inclusive of Mokoro trips, bush walks, all meals, drinks, full team of staff, all camping equipment & 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 communications relating to bookings, enquiries, payments and cancellations shall be directed to Roots & Journey's reservations office in writing, via email to: res@rootsandjourneys.com. Reservations are held provisionally for 14 days. 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 30% deposit is payable within 14 days from the date of the written confirmation.
- Should the deposit not be received within 14 working days the reservation will be automatically cancelled.
- Once the deposit is received – the booking will be regarded as confirmed.
- Balance payments are due 30 days prior to arrival.
- Proof of payment must be emailed to our reservations office stating:
 - Reservation name, invoice number, date of deposit, amount paid.

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 30% deposit is payable within 14 days from the date of the written confirmation.
- Should the deposit not be received within 14 working days the reservation will be automatically cancelled.
- Once the deposit is received – the booking will be regarded as confirmed.
- Balance payments are due 30 days prior to arrival.
- Once the deposit is received – the booking will be regarded as confirmed.
- Proof of payment must be emailed to our reservations office stating:
 - 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 reservations 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.

2020 | BOOKING TERMS & CONDITIONS

INDEMNITY & PERSONAL DETAILS

All guests are required to complete and sign the Guest Detail & Indemnity Form on arrival and allow Roots & Journeys to make a photocopy of their valid passport.

HOUSE RULES

All guests at Roots & Journeys shall abide by Roots & Journeys' House Rules which will be made available on arrival. The House Rules have been established to safeguard guests, staff, the environment and the property of both Roots & Journeys and of guests against harm and to ensure that guests enjoy the facilities on offer.

TRAVEL INSURANCE

It is the responsibility of each visitor to Roots & Journeys to ensure that adequate and comprehensive travel insurance is in place from the time of confirmation of a booking at Roots & Journeys and that details of such insurance are available during the time of travel. Such travel insurance must cover the visitor against all risks including but not limited to costs of cancellation and curtailment, damage, delay, evacuation, medical treatment, hospitalization, illness, inconvenience, injury, loss, repatriation and theft. Roots & Journeys cannot accept any liability for any of these events under any circumstances. All visitors to Roots & Journeys are covered for evacuation to the nearest suitable medical facility in the case of a medical emergency. Such evacuation does not cover medical expenses and may be subject to agreement of the injured party to be treated at a private hospital as directed by the medical evacuation services, at the cost of the injured party.

SAFETY

Safari activities and visits to a safari area and/or a safari camp, place visitors in close proximity to wild animals and expose visitors to the hazards of such environment. Whilst every care is taken by Roots & Journeys to avoid any incident, Roots & Journeys bears no responsibility whatsoever for any loss, injury, illness, death, delays, cancellations or changes to an itinerary and retains the right to alter, amend or cancel any part of a safari at Roots & Journeys with just reason.

FORCE MAJEURE

Roots & Journeys shall not be held responsible for any force majeure events beyond the reasonable control of Roots & Journeys, including but without limitations acts of god, exclusions, flood, fire or accident, war or threat of war, sabotage or civil disturbance, the occurrence of which may result in the cancellation of travel. Roots & Journeys shall not be deemed to be in breach or be otherwise liable for its non-performance to the extent that any such delay or non-performance is due to any force majeure. Roots & Journeys shall be entitled, at its sole and absolute discretion, to cancel or amend any reservation if it is so affected by a force majeure.

TRAVEL ADVISORY

Visitors are recommended to check with their Foreign Offices, Consular section and travel agent for current visa requirements, travel, health and safety advisories. All travellers must comply with the necessary visa, child-travel documents and health requirements that are applicable for travelling to South Africa and Botswana. Roots & Journeys shall not be liable in any way if a guest fails to take the necessary medical precautions or obtain the necessary visa, or if a guest is denied entry into South Africa and Botswana for any reason whatsoever.

MEDICAL

A) We recommend that travellers to Africa keep all inoculations for tropical diseases up to date. B) Roots & Journeys are situated in an area deemed a malaria area. Travellers must seek advice from their doctor and/or travel clinic on the use of anti-malarial prophylactics.