



ROOTS & JOURNEYS

Roots & Journeys reserves the right to amend its policies, terms and conditions for bookings, without prior notice.

- 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 select experiences.

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 & Journeys' reservations office in writing, via email to: res@rootsandjourneys.com.

Any special dietary requirements must be sent to our reservations department at least 30 days prior to arrival date.

RESERVATIONS

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 then Roots & Journeys reserves the right to cancel any bookings where payment terms have not been met.
- 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.

CANCELLATION POLICY

All cancellations will be subject to the following policy:

Cancellation policy for individual travellers (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 client will be advised accordingly.

Late arrivals/early departures: no refunds will be given for meals or services not taken up.

PAYMENT POLICY

All reservations made will only be guaranteed once payment is made and monies are received in accordance with the above reservations policy.

Unless prior arrangements have been made with Roots & Journeys the Guest shall at all-times remain solely liable and responsible for the payment of all invoices issued by Roots & Journeys in respect of confirmed reservations, as well as the payment of any fees due.

Payment shall be effected by electronic fund transfer/ credit card payment into such bank account(s) as provided by Roots & Journeys at time of confirmation or via secure online payment portal.

Should the guest fail to effect any payment on due date or breach any other trading term of this agreement, Roots & Journeys shall be entitled to cancel this agreement/booking and take such action as is necessary to recover the full amount owing.

Any bookings or experiences that are paid for by card will attract a 5% surcharge.

CHILD POLICY

Children 0 - 5 are FOC when sharing with fully paying adults.

Children 6 - 17 are 50% when sharing with fully paying adults.

Guests 18 years and older are full adult rate.

* Mankwe: please see rate sheet for child policy.

* Does not apply to Tswii Mokoro Trails and Eswatini.

Private boats and vehicles must be booked for families with children under the age of 12. Family rooms are allocated on a first come first serve basis. There are no family rooms at Great Tsau Hill and Mankwe.

TOUR LEADER / GUIDE / DRIVER / PILOT POLICY

Bona fide tour leaders, guides, drivers and pilots accompanying guests that will need to stay over, will be offered accommodation at a preferential rate in our 'guide rooms'. These are single rooms. These are subject to availability. Should they request to stay in the guest accommodation the standard guest rates will apply. Alcoholic beverages are for the guides account.

TRANSFERS

Transfers are included at Mopiri (from/to Mopiri airstrip or Etsha 6) and Nokanyana (from/to Khwai airstrip), and Great Tsau Hill (from/to Kuke Gate), and Mankwe (from/to Khwai airstrip).

It should be noted that Roots & Journeys reserves the right to adjust the rates on any internal flights or road transfers within Botswana that are booked through Roots & Journeys, should there be any significant fluctuation in the exchange rate and the fuel prices.

PREMIUM DRINKS

Premium drinks can be arranged prior to arrival at an extra cost.

LAUNDRY

Laundry service available at an extra cost.

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.

INDEMNITY & PERSONAL DETAILS

All guests are required to complete and sign the 'guest detail and indemnity' form prior to, or 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, hospitalisation, 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 an 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.

PRIVATE VEHICLE

- We offer the option of a private vehicle or boat at all our lodges. Please enquire at time of booking. These will be offered on a first come first serve basis.
- As a standard we take up to 6 guests per vehicle. This guarantees each guest a window seat. However, with 3 rows of seats, there can be a total of 8-9 guest seats in the vehicle, so the number of guests per vehicle can be increased. Groups of 6 or more will automatically receive a private vehicle.
- **Private vehicles are charged on a per seat basis - \$125 per empty seat** – The fee is based on the number of empty seats out of 6 per vehicle. So, a family of 4 would pay for 2 empty seats - (\$125 x 2 seats)
- A private vehicle or boat must be booked for groups with children under 12 years old.
- Private vehicles and boats must be booked for the guests' **entire stay** at that particular lodge / camp. The private vehicle is charged on a per night basis. That is from when the guests arrive in the afternoon to when they leave the next day. When booking a private vehicle, this also includes a private nature host (guide). The Nature Host is assigned to the guest at the Managers discretion.
- The private vehicle must be reserved at the time of booking, and **no less than 30 days before travel**.
- **This rate applies to for ALL occupancy seasons.**
- The quality of the vehicles will be the same but the **look and feel may be different**.

