



ROOTS & JOURNEYS



BOTSWANA

Rack Rates

RATE PERIOD: APRIL 2026 - MARCH 2027

AFFORDABLE LUXURY ↪ UNFILTERED AFRICA ↪ AUTHENTIC ADVENTURES ↪ FAMILY FUN

Contents

3	OUR DESTINATIONS
4	SAFARI ACCOMMODATIONS: WHAT'S THE DIFFERENCE?
5	MOPIRI - LIFE ON THE WATER
6	NOKANYANA - LIFE ON SAFARI
7	GREAT TSAU HILL - LIFE IN THE DESERT
8	ADVENTURE CAMPS - LIFE IN THE WILD
9	TSWII MOKORO TRAILS - BAREFOOT ADVENTURE
10	EXPERIENCES & OPTIONAL EXTRAS
11	DELTA DREAMS SPA
11	HELI EXPERIENCES
12	TRANSFERS
13	SPECIAL - STAY FOR 5 PAY FOR 4
14	FAMILY SPECIAL
15	CONTACT US
16	T&CS



Our Destinations

BOTSWANA

LODGE & CAMP COLLECTION

Mopiri

Nokanyana

Great Tsau Hill (Camp)

ADVENTURE CAMP COLLECTION

Chora

Ngonti

Manju

Dwaka

Tswii Mokoro Trails



Safari Accommodations:

WHAT'S THE DIFFERENCE?

Roots & Journeys Collection

At Roots & Journeys, we offer a range of safari experiences, from refined luxury to immersive adventure. Whether guests seek comfort or a true wilderness escape, our accommodations cater to every traveller's style and budget.

Lodges

Lodges provide the highest level of comfort, with permanent structures, en-suite bathrooms, a pool, and central hubs for dining and relaxation.

Camps

A balance of comfort and adventure, our camps feature permanent or tented accommodations that offer an intimate connection with nature while maintaining essential comforts. Camps have either central shared ablutions or en-suite facilities with bucket showers and eco-friendly amenities.

Adventure Camps

For true explorers, these remote camps offer a simple yet comfortable stay, with bucket showers and eco-friendly facilities—perfect for those seeking an off-the-grid, back-to-nature experience.

Mokoro Trails

A slow-travel safari through the Delta's waterways, where guests stay in dome tents with bucket showers and drop toilets, fully embracing nature in a peaceful, vehicle-free environment.

Please check property-specific pages for details on experiences available at each location.



RACK Per Person Sharing	Diamond 1st June 2026 - 14th October 2026	Ruby 1st April 2026 - 31st May 2026 15th October 2026 - 30th November 2026	Emerald 1st December 2026 - 31st March 2027	
	Rooms/ Family Suites	US\$ 809	US\$ 567	US\$ 399
	Single Supplement	US \$243	US \$170	None

\$38 pppn Sustainability Levy is applicable for all guests, with the exception of 0-5 year olds and guides.

EXPERIENCES

Boat & Barge Cruises	Fishing (Mar-Dec)	Mokoro* Trips	Nature Walks	Delta in a Day*	Cultural Visits	Birding
----------------------	-------------------	---------------	--------------	-----------------	-----------------	---------

OPTIONAL EXTRAS

Delta Dreams Spa	Heli Flights	Tsodilo Hills	Private Boat^	Guide/Pilot Accom.
Rates: See full price list	See heli rates for options	Self-drive, road or heli options available	US\$ 135 /empty seat	US\$ 185 /night

*Flood water dependent. ^Please see T&Cs; FOC Child - \$82 per empty seat. ***Group rates available

Mopiri LIFE ON THE WATER

INCLUSIVE Accommodation, all meals, drinks, experiences, tourism levy, VAT.

EXCLUSIVE Optional extras, Delta Dreams Spa treatments, curio purchases, guest laundry, gratuities, and premium brand drinks.

CHILDREN Children 0 - 5 are FOC when sharing with adults. Children 6 - 17 are 50% when sharing with adults. Guests 18 years and older are full adult rate. Private boats must be booked for families with children under the age of 10.

ROOMS	FAMILY	OPEN	ACCESS	POOLS	DELTA DREAMS SPA
7 Rooms (14 beds)	3 Family Suites (12 Beds)	All Year	By Road and Air (Airstrip 5 Min. Away)	1 x Floating Delta Pool, 1 x Inland Pool	See Full Price List

KEY TRANSFERS Per person rates (min. 2 ppl). For more options – see transfer rate sheet

Maun - Mopiri	Maun - Mopiri	Maun - Mopiri	Mopiri - Nokanyana	Mopiri - Great Tsau Hill	Kasane - Mopiri
✈ Flight	🚌 Road	🚁 Heli	✈ Flight	🚁 Heli	✈ Flight
US \$308	US \$170***	US \$849	US \$295	US \$1,703	US \$550

Transfer rates valid until 31st December 2026.



Nokanyana LIFE ON SAFARI

RACK Per Person Sharing	Diamond 1st June 2026 - 14th October 2026	Ruby 1st April 2026 - 31st May 2026 15th October 2026 - 30th November 2026	Emerald 1st December 2026 - 31st March 2027
Rooms/ Family Suites	US\$ 809	US\$ 567	US\$ 399
Single Supplement	US \$243	US \$170	None

\$38 pppn Sustainability Levy is applicable for all guests, with the exception of 0-5 year olds and guides.

EXPERIENCES

Game Drives (morning /afternoon)	Birding	Cultural Visits	Nature Birding Walks	Bush Walks*	Nature Walks	Full Day Game Drive Khwai
--	---------	--------------------	----------------------------	----------------	-----------------	---------------------------------

OPTIONAL EXTRAS

Full Day Game Drive Savute / Moremi	Heli Flights	Mokoro in Khwai**	Elephants Havens	Private Vehicle^	Guide / Pilot Accom.
US \$275 pp (min. 2 ppl.)	See heli rates for options	US \$198 pp (min. 2 ppl.) available	US \$917 pp (Heli) (min. 2 ppl.)	US \$135 /empty seat	US \$185 /night

*Must be booked in advance. **Flood water dependent. ^Please see T&Cs; FOC Child - \$82 per empty seat. ***Group rates available, °Khwai Airstrip ± 2,5-3 hour scenic game drive en route to Nokanyana

INCLUSIVE Accommodation, all meals, drinks, experiences, tourism levy, VAT.

EXCLUSIVE Optional extras, curio purchases, guest laundry, premium brand drinks, and gratuities.

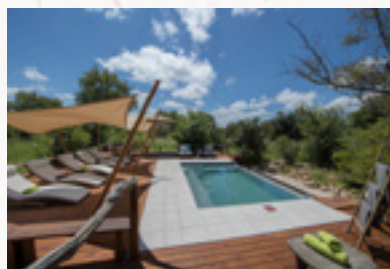
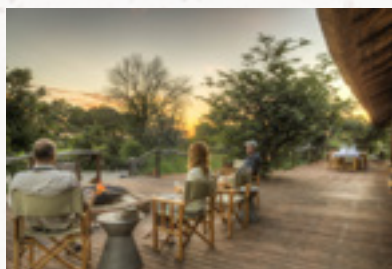
CHILDREN Children 0 - 5 are FOC when sharing with adults. Children 6 - 17 are 50% when sharing with adults. Guests 18 years and older are full adult rate. Private vehicles must be booked for families with children under the age of 10.

ROOMS	FAMILY	OPEN	ACCESS	POOLS	SAFARI
7 Rooms (14 beds)	3 Family Suites (12 Beds)	All Year	By road and air (Khwai airstrip°)	Yes	Excellent game viewing area

KEY TRANSFERS

Per person rates (min. 2 ppl). For more options — see transfer rate sheet. Transfer rates valid until 31st December 2026.

Maun - Nokanyana	Maun - Nokanyana	Maun - Nokanyana	Nokanyana - Mopiri	Nokanyana - Great Tsau Hill	Kasane - Nokanyana
✈ Flight	🚌 Road	🚁 Heli	✈ Flight	🚁 Heli	✈ Flight
US \$330	US \$176***	US\$688	US\$295	US\$1,929	US\$560



Great Tsau Hill

LIFE IN THE DESERT

RACK Per Person Sharing	Diamond 1st June 2026 - 14th October 2026	Ruby 1st April 2026 - 31st May 2026 15th October 2026 - 30th November 2026	Emerald 1st December 2026 - 31st March 2027
Explorer Tents	US\$ 420	US\$ 420	US\$ 320
Single Supplement	US\$ 126	US\$ 126	None

\$38 pppn Sustainability Levy is applicable for all guests, with the exception of 0-5 year olds and guides.

EXPERIENCES

Game Drives (day/night)	Bush Walks*	Nature Walks	Journey of the Stars	Meet a Bushman Family*	eBike Safari (3 hours)	Sky Walk
----------------------------	-------------	--------------	----------------------	------------------------	------------------------	----------

OPTIONAL EXTRAS

eBike Safaris	Full Day with the Bushmen*	Fly Camp**	Heli Flights	Private Vehicle^	Guide / Pilot Accom.
US \$65 pp (min. 2 ppl.)	US \$150 pp (min. 2 ppl.)	Please enquire for availability upon booking	See heli rates for options	US \$135 /empty seat	US \$120 /night

*Must be booked in advance **Min. 4 bednights - Seasonal – environmentally dependent – must be booked in advance. ^Please see T&Cs; FOC Child - \$82 per empty seat. ***Group rates available.



INCLUSIVE Accommodation, all meals, drinks, experiences, tourism levy, VAT.

EXCLUSIVE Optional extras, curio purchases, guest laundry, premium brand drinks, and gratuities.

CHILDREN Children 0 - 5 are FOC when sharing with adults. Children 6 - 17 are 50% when sharing with adults. Guests 18 years and older are full adult rate. Private vehicles must be booked for families with children under the age of 10.

ROOMS	OPEN	ACCESS	POOL	UNIQUE EXPERIENCES	PRIVATE CONCESSION
10 Explorer Tents 20 beds	All Year	By road and air (heli flight)	Oasis Deck	eBike Safari Bushman Sky Walk	400 sq kms inside CKGR

KEY TRANSFERS

Per person rates (min. 2 ppl). For more options – see transfer rate sheet. Transfer rates valid until 31st December 2026.

Maun - Great Tsau Hill	Maun - Great Tsau Hill	Great Tsau Hill - Mopiri	Great Tsau Hill - Mopiri	Great Tsau Hill - Nokanyana	Great Tsau Hill - Nokanyana
Road	Heli	Road	Heli	Road	Heli
US \$145***	US \$1,010	US \$198***	US \$1,703	US\$328***	US\$1,929



Adventure Camps

LIFE IN THE WILD

RACK
Per Person Sharing

	Diamond 1st June 2026 - 14th October 2026	Ruby 1st April 2026 - 31st May 2026 15th October 2026 - 30th November 2026	Emerald 1st December 2026 - 31st March 2027
Adventure Tents	US\$ 420	US\$ 420	US\$ 320
Single Supplement	US\$ 126	US\$ 126	None

Guide / Pilot	US \$120
---------------	----------

EXPERIENCES	Game Drive	Bush Walk*	Nature Walk	Birding	Cultural Visit	Mokoro Trip**	Fishing (Mar-Dec)	Boat Cruise**	Journey of the Stars	Helicopter Flight*	Elephant Havens	Mokoro Trip**	Tsodilo Hills***
CHORA (LAND)	✓	✓	✓	✓	✓				✓	✓	✓	✓	
NGONTI (LAND)	✓	✓	✓	✓					✓	✓	✓	✓	
MANJU (WATER)			✓	✓	✓	✓	✓	✓	✓	✓			✓
DWAKA (WATER)			✓	✓		✓	✓	✓	✓	✓			✓

INCLUSIVE Accommodation, all meals, select drinks, two daily experiences, tourism levy, VAT.

EXCLUSIVE Optional extras, gratuities, all drinks except for basic selection, transfers from Khwai and Mopiri Airstrips.

CHILDREN We welcome families with children from the age of 12. Adult rates only.

BROCHURE View full PDF - Click Here

OPTIONAL EXTRAS

*Must be booked in advance, ** Flood water and environmental dependent, ***Must be booked in advance - self-drive or helicopter options available

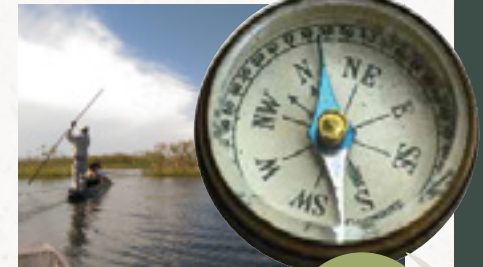
KEY DETAILS

CHORA & NGONTI

Khwai Airstrip to Chora - US\$ 45 pp each way (1h30m)
Khwai Airstrip to Ngonti - US\$ 45 pp each way (2 hours)
Set departure times to be advised closer to the date of travel.
Transfer times are dependent on the road condition and sightings along the way.

MANJU & DWAKA

Mopiri Airstrip to Manju - US\$ 45 pp each way (+/- 3 hours)
Mopiri Airstrip to Dwaka - US\$ 45 pp each way (+/- 1 hour)
Transfers depart from Etsha 6 at 12h00.
Transfers depart from Mopiri Airstrip at 13h00.
Heli transfer - Mopiri Airstrip to Manju or Dwaka - \$127 pp each way. (Min 2 ppl.)



Tswii Mokoro Trails

BAREFOOT ADVENTURE

RACK Per Person Sharing	RATE	DETAILS
3 Hour	US\$ 84	Morning or afternoon (mokoro trip only)
Full Day	US\$ 191	Inclusive of Mokoro trips, bush walk, and lunch
Overnight Dome Tents	US\$ 313	Inclusive of mokoro trips, bush walks, breakfast, lunch pack, dinner, select drinks, and all camping equipment
2 nights Dome Tents	US\$ 596	Inclusive of mokoro trips, bush walks, all meals, select drinks, full team, and all camping equipment

CHILDREN We take children from 12 on the Mokoro Trails. Younger children can be allowed on request and at the discretion of management. Adult rates only.

GROUP SIZE Min. 4 people
For smaller groups, please enquire with reservations.

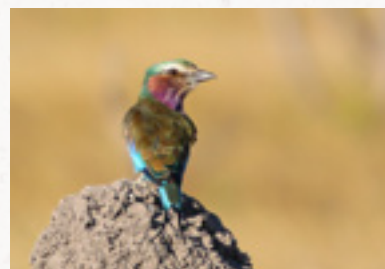
SINGLES 30% single supplement apply.

CUSTOMISE* All Tswii Mokoro Trails experiences are tailor-made to your request, so please contact our reservations team for additional nights and more options.
*at an extra cost

If slightly more luxurious facilities are required, we can tailor-make the trail accordingly (private shower and toilet per tent, stretchers, food & beverage choices, etcetera).

TENTS	BEDS	ABLUTIONS	MEALS	THE DELTA
2-man Dome Tents	Roll mat beds, a sleeping bag and a pillow	Washbasins are provided outside each tent. Bush showers and toilets are set up closeby	Meals are served at a table with chairs or served around a campfire	Experience the Okavango Delta – a UNESCO World heritage site

TRANSFERS Please request transfer rates from the reservations team



EXPERIENCES	Game Drives	Night Drives	Bush Walks	Nature Walks	Boat/ Barge Cruises	Mokoro	Birding	Fishing (Mar-Dec)	Cultural Visits	Meet a Bushman Family	eBikes (2 hours)	Unique Sun-downer	Journey of the Stars
Mopiri				✓	✓	✓	✓	✓	✓			✓	✓
Nokanyana	✓	✓	✓	✓			✓		✓			✓	✓
Great Tsau Hill	✓	✓	✓	✓			✓			✓	✓	Incredible Sky Walk ✓	✓
Chora	✓	✓		✓			✓		✓			✓	✓
Ngonti	✓		✓	✓			✓					✓	✓
Manju	✓		✓	✓	Boat ✓	✓	✓	✓	✓			✓	✓
Dwaka				✓	Boat ✓	✓	✓	✓				✓	✓

OPTIONAL EXTRAS	Heli Flights	Tsodilo Hills	Delta Dream Spa	Full Day Savute /Moremi	Through the Lens (Heli Experience)	Elephant Havens	Mokoro	eBike Safari Mokoro (3h extra)	Meet a Bushman Family	
									Full Day	Full Day incl. Dance
Mopiri	See heli rates for options	✓	See full price list		US \$629					
Nokanyana	See heli rates for options	✓		US \$275	US \$629	✓	✓			
Great Tsau Hill	See heli rates for options	✓						US \$65	US \$150	US \$200
Chora	See heli rates for options	✓			US \$629	✓	✓			
Ngonti	See heli rates for options	✓			US \$629	✓	✓			
Manju	See heli rates for options	✓			US \$629					
Dwaka	See heli rates for options	✓			US \$629					

Bush walks Please book in advance | **Mokoro** Flood water dependent | **Meet a Bushman Family** Please book in advance.

✓ There are more than one option available, e.g. heli, road, and/or self-drive. Enquire with reservations. Optional extras are priced at a minimum of 2 ppl. – Please contact us for single person rates or groups. Please see our Fact Sheets for descriptions of the experiences.



Delta Dreams Spa

Treatments are 10% commissionable, when booked in advance.

Massage Menu

SWEDISH MASSAGE

(90 mins) US\$ 55

(45 mins) US\$ 40

DEEP TISSUE MASSAGE

(90 mins) US\$ 55

(45 mins) US\$ 40

HOT STONE MASSAGE

(90 mins) US\$ 55

(45 mins) US\$ 40

Manicures & Pedicures

MANICURE US\$ 25

PEDICURE US\$ 30

Facials

HYDRATION FACIAL (90 mins) US\$ 70

REGENERATION FACIAL (90 mins) US\$ 75

NOURISHING FACIAL (90 mins) US\$ 75

SIGNATURE TREATMENT: AFRICAN SAFARI RETREAT

(Full body, 90 mins) US\$ 80

(Back, 45 mins) US\$ 45

Heli Experiences

All prices are in US Dollars and per person (min. 2 ppl.).

INTERNAL TRANSFERS

Khwai Airstrip To Nokanyana/Chora/Ngonti	\$ 204
Khwai Airstrip To Nokanyana/Chora/Ngonti – Incl. 20 Min Scenic Flight	\$ 424
Khwai Airstrip To Nokanyana/Chora/Ngonti – Incl. 35 Min Scenic Flight	\$ 638
Khwai Airstrip To Nokanyana/Chora/Ngonti – Incl. 50 Min Scenic Flight	\$ 834
Mopiri To Manju/Dwaka (Enquire With Res For Scenic Options)	\$ 127

SCENIC FLIGHT (DOORS OFF)

	Groups	30 min	45 min	1 hour
Mopiri/Manju/Dwaka	\$339	\$424	\$638	\$834
Nokanyana/Chora/Ngonti	\$339	\$424	\$638	\$834
Great Tsau Hill	N/A	\$1,084	N/A	\$1,716

EXPERIENCES

	Maun	Mopiri/Manju/Dwaka	Nok./Chora/Ngonti	GTH
Tsodilo Hills incl. lunch	\$1389	\$1096	\$1780	\$3176
Tsodilo Hills & Transfer (Mopiri to Maun)	N/A	\$1664	N/A	N/A
Tsodilo Hills & Transfer (Mopiri to Nokanyana)	N/A	\$1664	N/A	N/A
Tsodilo Hills & Transfer (Mopiri to Great Tsau Hill)	N/A	\$2196	N/A	N/A
Conservation & Co-Existence (incl. Life with Elephants)	\$1389	\$845	\$1456	\$3699
Elephant Havens	\$589	\$1218	\$920	N/A
Flood Plains to Panhandle (2 hours, scenic)	N/A	\$1650	\$1650	N/A
Victoria Falls Day Trip (return transfer only)	N/A	\$3025	\$2629	N/A
Tswii Mokoro Trails (return transfer only)	\$330	N/A	\$729	N/A

CHAMPAGNE STOP Can be added to any scenic flight or transfer













\$ 60

All flights are private and based on a per person rate with a min. of 2 ppl. We can carry up to 20kg of soft luggage per person. Guests are provided with headsets and pilot commentary of the area throughout the flight. Helicopter types used are Robinson and Bell models. For departures from Maun or Kasane airport add \$20 per person (government departure tax). A 100% cancellation fee will be levied on any bookings cancelled 48 hours before departure.

Tsodilo Hills, Conservation & Co-existence Culture experiences include flights and activity fees. Flood Plains to Panhandle includes a palm island picnic. Elephant Havens includes a donation. Victoria Falls transfer includes guide, entry fee, FOA, landing fees and taxes and a champagne stop. (excludes visa fees and lunch). A GROUP is considered as 4+ people.



Transfers

		MAUN	MOPIRI, DWAKA & MANJU	NOKANYANA, CHORA & NGONTI	GREAT TSAU HILL	KASANE
MOPIRI, DWAKA & MANJU		US\$ 308 (35m)				
		US\$ 849 (45m)				
		US\$ 170 (4h-4h30m + transfer to Mopiri)				
NOKANYANA, CHORA & NGONTI		US\$ 330 (30m)	US\$ 290 (30m)			
		US\$ 688 (30m)	US\$ 1,011 (50m)			
		US\$ 176 (2h30m-3h)	US\$ 347 (6h30m-7h)			
GREAT TSAU HILL		N/A	N/A	N/A		
		US\$1,010 (45m)	US\$ 1,703 (1h15m)	US\$ 1,929 (1h25m)		
		US\$ 145 (3h30m-4h)	US\$ 198 (6h-6h30m)	US\$ 328 (6h-7h)		
KASANE			US\$ 550 (1hr 15m)	US\$ 560 (50m)	N/A	
		N/A	US\$ 2,178 (1h30m)	US\$ 1,461 (1h15m)	US\$ 2,924 (2h30m)	
						

Transfer rates valid until 31st December 2026

Adventure Camps Transfers: Khwai Airstrip to Chora or Ngonti and Mopiri to Dwaka or Manju – US\$45 pp each way; Heli transfer Mopiri to Dwaka or Manju – US\$ 127 pp each way. Road transfers are based on 2 ppl. sharing – please contact us for rates for larger groups. Should fuel prices escalate by more than 15% a surcharge will be charged on all not fully paid bookings.



Specials

STAY FOR 5/ PAY FOR 4

Roots & Journeys are fortunate enough to be able to offer superb Lodges and Camps in iconic spots in Botswana. Take advantage of this special to experience MORE!

TERMS FOR THE STAY/PAY ALLOCATION OF FREE BED NIGHTS:

For use across the Roots & Journeys' collection.

For every five nights in one booking, the free night will be the lowest Roots & Journeys point cost bed night during the stay.

All applicable third-party fees and additional charges (i.e. private vehicle or boat) will be charged on FOC nights.

To claim on Adventure Camp stays, there must be at least a 1-night stay at either Mopiri, Nokanyana or Great Tsau Hill included in the journey.

INCLUSIVE of accommodation, all meals, drinks and select experiences, as highlighted on the rate sheets.

EXCLUSIVE of optional extras, gratuities, laundry and transfers between the lodges and camps.

Specials are valid for bookings between 1st April 2026 - 31st March 2027.



Specials

FAMILY STAYS

At Roots & Journeys, we warmly welcome families and ensure that both parents and children have an unforgettable safari experience.

CHILDREN'S RATES

Our 50% child rate applies to guests up to the age of 17, making family travel more accessible.

TAILORED EXPERIENCES

We offer specially designed activities for children of all ages, ensuring they stay engaged and inspired.

PROFESSIONAL CHILD-MINDING

For families staying at our lodges, we provide trusted child-minding services through Delta Kids Care (DKC). Please contact Reservations for Rates.

DKC offers a safe, fun, and educational environment for children while parents explore. Their trained "Bush Buddies" engage kids in exciting activities such as:

- Scavenger hunts & nature walks
- Storytelling & board games
- Painting & creative arts
- Traditional African games like Mhele & Diketo

Designed to spark curiosity, creativity, and critical thinking, DKC ensures young explorers experience the magic of the bush in a meaningful way. Fully insured and trusted by top safari operators, they provide flexible care options tailored to your family's needs.

Specials are valid for bookings between 1st April 2026 - 31st March 2027.





ROOTS & JOURNEYS

Contact Us

Whatsapp: +267 71 286 357 • Maun office: +267 6800021
res@rootsandjourneys.com • [rootsandjourneys.com](https://www.rootsandjourneys.com)





ROOTS & JOURNEYS

WELCOME TO ROOTS & JOURNEYS!

We're absolutely thrilled to have you or your guest as part of our upcoming adventure through Africa! As we embark on this exciting journey together, we want to ensure that you're fully informed and prepared for the incredible experiences that lie ahead. We encourage you to take a moment to familiarise yourself with our Terms & Conditions for 2025. These Terms & Conditions serve as a guide to ensure a mutual understanding of your trip and to uphold the promises we've made to deliver an exceptional experience. While our policies, terms, and booking conditions may be subject to occasional updates, please rest assured that we're committed to keeping you informed every step of the way. If you have any questions or need further clarification on any aspect of our Terms & Conditions, please don't hesitate to reach out. Your satisfaction and comfort are our top priorities, and we're here to assist you in any way we can. Thank you for choosing Roots & Journeys – we're eagerly looking forward to creating lifelong memories with you!

DEFINITIONS

“Roots & Journeys” or Mopitlo Investments (Pty) Ltd encompasses a network of interconnected companies, including subsidiaries, affiliates, and associated entities, along with their respective directors, members, trustees, employees, agents, contractors, and representatives. This inclusive definition extends to organisations, trusts, associations, and entities directly or indirectly owned, managed, and controlled by individuals or companies within this network. It's important to note that any terms and conditions offering benefits or rights to Roots & Journeys also extend to all entities within this network. These provisions are not only binding but are also intended for the collective benefit of all parties involved and may be invoked and enforced by any entity within the network, regardless of jurisdiction.

“Experiences” or activities encompass a wide range of engaging opportunities offered or organised by Roots & Journeys, as well as those provided by independent third-party suppliers. This includes, but is not limited to, activities such as guided and unguided game drives, night drives, game walks, nature walks, swimming, e-biking, boating, quad biking, fishing, hiking, sleepouts, horse-riding, canoeing/mokoro, village tours, cultural activities, and any other exciting adventure that may arise during your journey. This also encompasses exploring the wilderness, immersing yourself in local culture, or embarking on unique travel experiences by vehicle, helicopter, aircraft or otherwise. We're here to ensure you have an unforgettable time, no matter where your travels take you.

RESERVATIONS

For all your booking needs, enquiries, payments, and cancellations, simply reach out to our friendly and responsive team at Roots & Journeys' reservations office via email: res@rootsandjourneys.com

Provisional bookings are held for a period of 14 days and will be released if not confirmed, with the following exceptions:

If a request is made to extend the expiry date and is approved by Roots & Journeys. Bookings made 60 days or shorter prior to arrival are held provisionally for only a period of 3 days.

Confirmation of booking must be made in writing via email. All bookings are non-transferable. By confirming a booking with Roots & Journeys, the guest takes full responsibility for the booking whether financial or otherwise on any other guests' behalf (unless that guest fills in their OWN booking form) and confirms that the information provided to the rest of their party and to Roots & Journeys is true, accurate and complete.

A 25% deposit is required within 14 days from the date of the written confirmation. Failure to submit the deposit within this timeframe may result in cancellation of the booking by Roots & Journeys. We reserve the right to adjust deposit amounts and due dates as deemed necessary. Clients will be notified of any changes accordingly. Balance payments including the Sustainability Levy are required to be settled 60 days prior to the scheduled arrival date. For bookings made within 60 days of the arrival date, full payment including the Sustainability Levy is due upon confirmation.





ROOTS & JOURNEYS

Please be advised that payments must be made without incurring any bank charges to Roots & Journeys. Any charges accrued during payment transactions are the responsibility of the payer. Payment must be made in the currency specified on the invoice. To ensure everything runs smoothly, please email proof of payment to our reservations office. Include your reservation name, invoice number, date of deposit, and amount paid.

For any special dietary, medical conditions or other non-standard needs, please make sure to let our reservations department know at the time your balance of payments is made. This allows us ample time to ensure we have the necessary supplies and resources on hand to accommodate your requirements.

We appreciate your understanding that bookings are confirmed on a first-come, first-served basis following these terms and conditions. This policy ensures fairness for all our guests, as availability can change quickly.

CANCELLATION POLICY

At Roots & Journeys, we understand that circumstances may change. Here's what to expect if you need to cancel your reservation subject to the relevant consumer protection legislation (only if applicable) in operation in the country of jurisdiction where the booking is made or confirmed by Roots & Journeys;

- If you cancel after confirming your booking and paying the deposit, unfortunately, your deposit will be forfeited. However, you won't have any further obligations to pay the balance.
- For cancellations between 60 days and 30 days of the reservation, 50% of the total reservations value will be charged.
- For cancellations made within 30 days of the reservation date, 100% of the total reservations value will be charged.
- Once paid, the Sustainability Levy is non-refundable.

We regret any inconvenience caused by cancellations, but please understand they result in incurred costs and missed opportunities for us.

Please keep in mind:

- Cancellations are only valid once confirmed in writing by our reservations office.
- Any refunds are subject to commission and/or bank charges.
- For late arrivals or early departures, refunds won't be issued for missed meals or unused services or Experiences.
- Group Bookings (10 or more guests) cancellation fees will be levied on the number of released beds should the numbers in a group decrease after the booking has been confirmed.

SUSTAINABILITY LEVY

In our ongoing commitment to sustainability and responsible tourism, we have introduced a per person per night "Sustainability Levy". This initiative is fundamental to our conservation efforts and support for the communities within our areas of operation.

Applicability:

- Adults & Children (6 years and older): Fee applicable
- Children (0-5 years): Exempt from the fee
- Guides, Pilots, Tour Leaders, & Drivers: Exempt from the fee

THIRD PARTY SERVICES

Please be aware that your itinerary may include services and products provided by third-party suppliers. While we take care in selecting reputable partners, Roots & Journeys cannot be held responsible for any issues arising from their services. This includes any inconvenience, loss, injury or omissions whether willful or negligent of any third-party supplier. Indemnity requirements and terms and conditions of third-party products and services are available upon request. We do not control the pricing of these third-party suppliers and may adjust rates accordingly as directed by them. While we may suggest specific routes or airstrips, the final decision rests with the third party, which may impact travel times.





ROOTS & JOURNEYS

TRANSFERS

Road transfers are provided at no additional cost when you're staying at Mopiri (from/to Mopiri airstrip or Etsha 6), Nokanyana (from/to Khwai airstrip), Great Tsau Hill (from/to Kuke Gate), and Mankwe (from/to Khwai airstrip). For Adventure Camps and Tswii Mokoro Trails, additional charges apply for transfers. Please be aware that road conditions may vary, especially on dirt or sand roads, depending on weather and seasons. Please note that until a booking is paid in full, we reserve the right to adjust flight or road transfer prices in case of any fluctuations.

CHILD POLICY

We're thrilled to welcome families to our adventures! Here's a breakdown of our child policy, designed to make your stay memorable and enjoyable for everyone:

- Children aged 0 to 5 stay free of charge when sharing with fully paying adults.
- For children aged 6 to 17, we offer a 50% discount when sharing with fully paying adults.
- Guests aged 18 years and older are charged at the full adult rate.
- For specific details regarding children's rates at Mankwe, please refer to the rate sheet.
- Family rooms are allocated on a first-come, first-served basis.
- Families with children under 10 (for Mankwe Tented Retreat: children under 12) are kindly asked to book private vehicles and boats for their convenience and to ensure the comfort of all our guests.
- Safety first! Children 5 and under are not recommended on game drives and boat cruises in case something goes wrong. Ultimately, we leave this decision to the parents and the Nature Host, but Roots & Journeys accepts no responsibilities or liabilities.
- For bush (game) walks children should be 12 and older.
- We offer nature walks and family picnics for all ages in select areas with fewer dangerous animals where children can enjoy family and explore the natural wonders.

Please ask.

- Please note that our game drives and bush walks take place in potentially hazardous environments. We expect all children, regardless of age, to follow instructions and respect fellow guests and our Nature Hosts (Guides). Our Nature Hosts reserve the right to terminate any game drive or bush walk if necessary and will arrange alternative experiences whenever possible for the remainder of the trip.
- For your convenience, we can connect you with a trusted daycare provider who offers babysitting and activity services during your travels or while parents participate in game drives or walks. Please note that this arrangement is solely between you and the daycare provider, and Roots & Journeys does not make any representations regarding their services.

PRIVATE VEHICLE

For an exclusive experience, we offer the option of a private vehicle or boat at all our lodges subject to availability. Simply inquire at the time of booking, and availability will be confirmed on a first-come, first-served basis and subject to availability. Here are other considerations:

- Our standard vehicle comfortably accommodates up to 6 guests, ensuring everyone enjoys a window or outside seat with no obstructions. However, with 3 rows of seats, the vehicle can accommodate a total of 8-9 guests, allowing flexibility for larger groups. Groups of 6 or more automatically receive a private vehicle.
- Private vehicles are priced per empty seat assuming 6 seats per vehicle. For example, a family of 4 would pay for 2 empty seats (seat rate x 2). FOC children will be charged 60% of the seat rate.
- Groups with children under 10 years old are required to book a private vehicle or boat for their and our other guests' safety and enjoyment. (for Mankwe Tented Retreat: children under 12)
- Private vehicles and boats must be reserved for the duration of your stay at the lodge or camp and are charged on a per-night basis. This service includes a dedicated





ROOTS & JOURNEYS

Nature Host (Guide) assigned to your group. The Lodge Coach (Manager) will assign the appropriate Nature Host which may change during your stay depending on your Experiences.

- Reservations for private vehicles must be made at the time of booking, no less than 30 days before your travel date. Sometimes we need to rent these vehicles to accommodate private vehicle requests.
- This empty seat rate applies to all occupancy seasons, ensuring consistency in pricing.
- While the quality standards of any vehicle we will use remains comparable, the appearance may vary slightly depending on where the vehicle is sourced.

TOUR LEADER / HOSTS / GUIDE / DRIVER / PILOT POLICY

We value the important role of tour leaders, hosts, guides, drivers, and pilots in making your journey memorable. Here's how we accommodate them:

- Bona fide tour leaders, hosts, guides, drivers, and pilots staying overnight will be offered accommodation at a special rate in our cosy but simple 'guide rooms', which are single rooms.
 - Please note that these rooms are subject to availability.
- If they prefer to stay in guest accommodation, standard guest rates will apply.
- Alcoholic beverages for guides will be charged separately.

DRINKS

Our selection of standard drinks may vary at each location based on availability. If specific beverages are important to you, please don't hesitate to contact us in advance. Premium drinks can be arranged for an additional fee prior to your arrival. To ensure we have your favourite libations stocked, we recommend completing the Guest Input Form as soon as possible.

LAUNDRY

Please note that laundry services consume significant electricity, particularly for drying, which can increase our footprint in environmentally sensitive areas. Laundry services are still available at certain locations such as our Lodges at an extra cost, but we encourage our guests to minimise the usage. We do not provide laundry services at our Adventure Camps.

CHECK IN/OUT TIMES

Check in time is usually from 14h00 and check out time is by 11h00. These can have some flexibility depending on how busy we are but are subject to the Lodge Coach's (Manager's) discretion. Please contact us if you require different timings and we shall do our best to accommodate you if possible.

INDEMNITY & PERSONAL DETAILS

To ensure a seamless and personalised experience with Roots & Journeys, we kindly ask all guests to complete and sign the Indemnity Form and to complete the Guest Information Questionnaire and provide a copy of each guest's valid passport as early as possible to ensure the best service delivery and at a minimum prior to arrival. By gathering this information in advance, we can better understand your needs and preferences, allowing us to tailor our services accordingly including using resources outside the Lodge or Camp. Whether it's arranging special dietary requirements, planning personalised activities, or ensuring timely communication throughout your trip, having accurate personal details helps us deliver an exceptional experience tailored just for you. Rest assured, your privacy and confidentiality are of utmost importance to us. We handle your personal information with the highest level of care and discretion.





ROOTS & JOURNEYS

HOUSE RULES

All guests at Roots & Journeys shall abide by Roots & Journeys' house rules, which are available at each of our locations or upon request. The house rules have been established to safeguard guests, Team Members, the environment and the property of both Roots & Journeys and of guests against harm and to ensure that all guests enjoy the facilities on offer. Please note due to our on-site bar facilities and our liabilities, one of our house rules is that no outside alcohol can be brought onto or be consumed on our premises.

TRAVEL INSURANCE

We kindly ask all visitors to arrange adequate and comprehensive travel insurance from the moment you confirm your booking with us. Your travel insurance should cover a wide range of risks, including but not limited to cancellation and curtailment costs, delays, medical treatment, hospitalisation, and theft. This coverage is essential to protect you against any unforeseen events during your travels. Please be aware that Roots & Journeys cannot be held liable for any of these events under any circumstances. As a service Roots & Journeys in Botswana has contracted with an external party (Okavango Air Rescue) to cover evacuations to the nearest suitable medical facility in case of a medical emergency.

Please note that this evacuation coverage does not include medical expenses and may require you to agree to treatment at a private hospital, as directed by the medical evacuation services, at your own cost. Please read the terms & conditions of this service but we accept no liability for its performance. We appreciate your understanding and cooperation in ensuring you have appropriate travel and medical insurance in place.

SAFETY

Embarking on safari adventures and exploring wildlife areas, lodges or camps brings

guests up close with nature's wonders, including wild animals. While we take every precaution to ensure guest safety, please understand that being in such environments involves inherent risks. Roots & Journeys cannot be held responsible for any unexpected situations such as loss, injury, illness, or changes to your itinerary. Rest assured, we're here to make everyone's experience as safe and enjoyable as possible, and we reserve the right to adjust our plans if necessary, for everyone's well-being.

PHOTOGRAPHY DURING TRAVEL

Please be informed that Roots & Journeys may take photographs and videos of guests during their stay at our lodges, camps and/or while participating in Experiences, for promotional and other purposes. Guests who prefer not to have their images published should notify us at the time of signing the Indemnity Form. Please note that Roots & Journeys cannot be held responsible if other guests take photographs or videos and share them on social media or other platforms. We also reserve the right to use any photographs given or sent to any Team Members of Roots & Journeys. Your understanding in this matter is appreciated.

FORCE MAJEURE

Roots & Journeys understands that unforeseen circumstances can arise that are beyond our control. In such instances, including but not limited to acts of god, natural disasters including floods, cyclones/hurricanes or fires, diseases like Covid and SARS, unforeseen events like war or civil unrest, etc. 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. Rest assured, if such events occur, we'll do our best to navigate the situation with flexibility and understanding. Guest safety and peace of mind are our top priorities.





ROOTS & JOURNEYS

TRAVEL ADVISORY / MEDICAL

For guests' peace of mind, we recommend that all visitors check with their foreign offices, consular sections, and travel agents for the latest visa requirements, travel advisories, and health and safety guidelines. It's important to make sure the necessary visas, child travel documents, and health requirements are met for Botswana and South Africa. Please remember that Roots & Journeys is here to assist our guests, but we cannot be held responsible if guests encounter any issues related to medical precautions, visas, or entry into Botswana and South Africa. Guest safety and comfort are always our top priority. For guests' well-being during your African adventure we recommend keeping tropical disease inoculations in particular Southern Africa up to date for a worry-free trip. Also, we recommend guests talk with their doctor or travel clinic about antimalarial options.

FACILITIES VARIANCE & INTERNET AVAILABILITY

While we make every effort to ensure that the images and descriptions of our locations accurately represent the property and its amenities, please be aware that actual layouts, decor, and views may differ from those depicted in photographs or standard descriptions. Factors such as room assignments, renovations, age, and seasonal changes can impact the appearance of accommodations. Additionally, internet access at our remote locations may be limited or unavailable, and in some cases, restricted to specific areas. We are actively working to install faster internet service at all our locations, but this process may take time. We encourage guests to contact us directly for the latest updates and further clarification on internet availability, facilities, and features.

DISPUTE RESOLUTION

In the event of a dispute arising from these Terms and Conditions, including any disputes related to booking confirmations or similar commercial matters, the dispute will be governed by the laws of Botswana. Similarly, in the event of a claim for loss or

damage resulting directly or indirectly from an Experience dispute will be governed by the laws of Botswana. Only the courts of Botswana shall have jurisdiction over such disputes.

OTHER

Roots & Journeys reserves the right to revise its policies, terms, and conditions for bookings without prior notice. Roots & Journeys cannot be held responsible for costs incurred due to factors beyond our control, including but not limited to force majeure, civil unrest, terrorist activity, natural disasters, epidemics/pandemics, and flight changes or cancellations by airlines. We are not liable for any consequential loss or damages, whether direct or indirect.

In circumstances beyond our control where a property or service cannot be provided as intended, Roots & Journeys reserves the right to substitute it with a similar alternative. If substitution isn't possible, a partial refund or applicable rate adjustment will be provided.

Please note that all Experiences are subject to availability and weather conditions including floods and fires. These Experiences are also shared with other guests. No Experiences are guaranteed. We'll make every effort to proceed with them or provide suitable alternatives. Unfortunately, no refunds will be issued for included daily Experiences that did not happen.

Each clause in these Terms & Conditions operates independently. If any clause (or part thereof) is deemed unlawful or unenforceable by a court or relevant authority, the remaining clauses (and parts thereof) remain in effect.

