



Northwest Investments (Pty) Ltd BW00000873360 T/A
River Safaris BN2009/5190

Thito Ward, Maun - P.O. Box 20592, Boseja, Maun, Botswana
Office:+267 727 32 913 - Fax:+27 865 512012
E-mail: info@okavangoriver.com - www.okavangoriver.com

Booking And Deposit Policy:

On receipt of your reservation, subject to availability, your boat safari will be reserved. A non-refundable deposit of 20% will be required to confirm your booking within 7 days of your reservation. Your booking will be confirmed within 24 hours in writing once we have received your deposit. Final payment is due no later than 4 weeks prior to date of departure. On receipt of your full payment you will be sent the boat safari information package, which includes the medical and indemnity forms, what to bring information, guest info and requirements sheet. Bookings made with less than 4 weeks to departure date need to be paid in full. It is a condition of booking that each and every guest be adequately covered by comprehensive travel, medical and cancellation insurance. If we are unable to conduct the boat safari due to low water levels we will conduct the safari using open game drive vehicles in the Okavango Delta.

Cancellations:

Cancellations will only be effective on receipt of written notification. If your cancellation is made after 4 weeks prior to your date of departure your balance payment will be forfeited.

Baggage:

Because space is restricted on the boats, baggage is restricted to a maximum of 10kg per person in a soft, preferably waterproof bag. This weight does not include camera equipment. Please note that all photographic equipment must be in waterproof bags/cases.

Wild animals:

Please be aware that while on these boat or vehicle safaris you may come into close contact with wild animals. While every effort is made to care for our client's safety, no safari into the African bush and wilderness can guarantee your safety. Attacks by wild animals are however extremely rare. Neither Northwest Investment (Pty) Ltd T/A River Safaris, nor their employees, nor agents can be held responsible for any injury or incident on the safari. Please note that you will be travelling in unfenced areas in both shallow, slow moving, and deep waters. You would require the necessary physical agility to board and disembark boats in natural wetland areas and sleeping in tents on the ground.

Passports and Visas:

The responsibility is upon the client to ensure that passports and visa are valid for Botswana. The company, their staff and their agents cannot be held liable for any visas, etc. not held by clients, or the cost of visas.

Health:

Anti-malaria precautions are recommended even though your trip may be booked during a low-risk period. This should be commenced prior to your departure. Please consult your doctor for specific advice.

Not included:

Insurance to cover for cancellations and curtailment, medical, baggage, money, emergency evacuation, beverages, gratuities to staff, any excursion not related to the safari, scheduled airfares, transport to and from Maun and departure fares.

Responsibility:

Neither Northwest Investment (Pty) Ltd T/A River Safaris (the company) nor any person or agent acting for, through or on behalf of the Company shall be liable for any loss or damage whatsoever arising from any cause whatsoever and without restriction the generality of the foregoing shall particularly not be responsible for loss or damage arising from any error or omission contained in this information or other literature, loss or damage caused by delays, sickness, theft, injury or death. In addition, the Company shall have the right at any time at its discretion to cancel any safari or the remainder thereof or make any alteration in route, accommodation, price, or other details and, in the event of any safari being rendered impossible, illegal, or inadvisable by weather, the extra expense incurred as a result thereof shall be the responsibility of the passenger. The Company may at its discretion and without liability or cost to itself at any time cancel or terminate the clients booking and in particular without limiting the generality of the foregoing it shall be entitled to do so in the event of the illness or the illegal or incompatible behaviour of the client, who shall in such circumstance not be entitled to any refund. The person making any booking will, by the making of such booking, warrant that he or she has authority to enter into a contract on behalf of the other person included in such a booking and in the event of the failure of any or all of the other persons so included to make payment, the person making the booking shall by his/her signature thereof assume personal liability for the total price of all bookings made by him/her.

Photography:

The company reserves the right without further notice to make use of any photographs or film taken on the safari by our staff & guides without payment or permission. We do however guarantee that no photographs of a compromising nature will be used.

Change of Schedules:

Although every effort is made to adhere to schedules it should be borne in mind that the Company reserves the right and in fact is obligated to occasionally change routes, camping areas and or means of transport as directed by changing conditions. Such conditions may be brought about by seasonal rainfall, on bush tracks and game areas, by dramatic change in water levels, or airline, or other booking problems, etc.

Refunds:

Whilst the Company uses its best undertaking to ensure that all anticipated camp sites are available as planned, there shall be no claim of any nature whatsoever against the company for a refund either in part or in whole, if any of the camp sites are unavailable and a reasonable alternative is not found.

Insurance:

It is a condition of booking, that the sole responsibility lies with the client to ensure that they carry the correct comprehensive travel and medical insurance to cover themselves, as well as any dependants/travelling companions for the duration of their trip to Southern Africa. This insurance should include cover in respect of, but not limited to, the following eventualities: curtailment or cancellation of the safari, emergency evacuation expenses, medical expenses, and repatriation expenses, damage/theft/loss of personal baggage, money or goods. Northwest Investment (Pty) Ltd T/A River Safaris, including their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the client, or the client's dependants or travelling companions, with regards to, but not limited to, any of the above-mentioned eventualities. Clients will be charged directly by the relevant service providers for any emergency services they may require and may find themselves in a position unable to access such services should they not be carrying the relevant insurance cover.

Airline Clause:

We cannot be held liable for any delays or additional cost between the airline and the client. Please note that we subcontract the flying to independent charter operators, who are responsible for the flying.

Prices:

We will do our utmost to keep to the prices published. Should increases be forced on us by airlines, exchange rates, fuel price increases, park or camping fee increases etc., we reserve the right to a surcharge, equal to increase amount on Botswana parks fees or a maximum of 10% of your tour fare on any other costs.

Delays:

We cannot be held liable for any delays or additional costs as a result of delays.

Consent:

The payment of the deposit or any other partial payment for a reservation on a safari constitutes consent by all guests covered by that payment to all provisions of the conditions and general information received by the client whether the client has signed the booking form or not. The terms under which you agree to take these safaris, cannot be changed, or amended except in writing signed by an authorised director of the company.

Age limits:

The age limit is eight years old, unless through prior arrangement. If anyone is under this age, we reserve the right to terminate the safari without compensation.
