



Information and pricing are subject to change without notice. In the event of a pricing error, or any omission, Okavango Passions T/A Semunyeni Safaris reserves the right to adjust the pricing or make any other corrections.

STANDARD TERMS & CONDITIONS

- A deposit of 20% is payable immediately upon confirmation of booking.
- This 20% deposit is used for the admin fee and will be used to reserve the campsites for the clients through BOGA or HATAB as these campsites are only reserved provisional for 7 days upon verbal confirmation and may change subjected to availability should there be a delay in payment.
- The reservation is only considered to be confirmed once initial 20% payment has been received by Okavango Passions T/A Semunyeni Safaris.
- The remaining balance is payable 40 days prior to arrival date.
- The safari can be cancelled 30 days prior to arrival date.
- Safaris are confirmed on a first come first serve basis.
- Confirmation is subjected to campsite availability through BOGA and HATAB.
- Should the client not be able to travel due to circumstances related to Covid-19, the client reserves the right to postpone their safari until a stage where they are able to travel. Documents proving the covid related issue will be required.
- Applicable surcharges should the group be less than the minimum of 4 pax:
- US\$200 supplement per person per night charged on the Rack Rate for 2 pax
 - If you cancel for any reason what so ever while the tour is in progress, there is no refund for the unused portion of the safari and no credit will be given. Any alternative travel arrangements and expenses due to the unforeseen departure will be liable for payment from the client. Semunyeni Safaris is not liable for any charges. These payments are payable in cash.
 - Any cash payments made to Okavango Passions T/A Semunyeni Safaris will not be accepted if the notes are considered to be expired under and federal laws
 - US dollar - no notes will be accepted older than 2013
 - Euro - no notes will be accepted older than 2002
 - Pounds - no paper notes will be accepted, only plastic
- A single supplement of 50% is applicable.
- Confirmation is subject to campsite availability.
- Cancellation of the safari will carry standard Semunyeni Safaris cancellation fees.
- Semunyeni Safaris reserve the right to amend our Rates without prior notice.

- Okavango Passions T/A Semunyaeni Safaris reserves the right to have any uncooperative/ ill-mannered/ disruptive guest removed from the safari and returned to either Maun or Kasane based on itinerary.
- Should a guest be removed as per any stipulation above, the guest will be liable for the expenditure to have him/her removed with no credit or reimbursement. Okavango Passions T/A Semunyaeni will not be held liable for these expenses.

CANCELLATION POLICY

- All cancellations must be given in writing.
- A 20% non-refundable will be needed to confirm the campsite bookings through BOGA and HATAB.
- Should a safari be cancelled 40 days or less prior to the departure date, 100% of the costs will be forfeited by the clients.
 - Guaranteed reservations will be held for the first night only, after which the accommodation will be released unless notified in writing.
 - Should guests depart earlier than the reserved departure date, a cancellation fee equivalent to the full stay will be applied.

PAYMENT POLICY

- Full pre-payment is due and payable forty (40) days prior to arrival.
- Foreign currencies will be accepted at the rate of exchange valid on the day payment is received, as per current bank selling rate of exchange.
- All bank charges are at the cost of the guest/operator.
- For booking payments, we accept Electronic Fund Transfers and cash in most major currencies (US dollar; Euro; Pounds)

BANKING DETAILS

Bank Name: First National Bank

Branch Name: Maun

Branch Code: 282367

Swift Code: FIRNBWGX

Bank Account Number: 62779324723

Account Name: Okavango Passions Pty Ltd T/A Semunyaeni Safari

Bank Account Type: Current

Please email proof of payment through to **info@semunyaeni.com**, along with Guest Name as reference.

CHILD POLICY

- No children under the age of 12 unless the safari is booked on an exclusive use basis.
- For exclusive use bookings and family safari packages, children from the age of 8 are welcome but are obligated to stay with a parent in the selected accommodation.
- For safety reasons, children under the age of 16 are required to share a tent with an adult.
- Children under the age of 18 are required to be accompanied by a relative / guardian on all game drives or listed activities included in the package.
- No child under the age of 16 years may take part or be on a walking safari where permitted.
- No child under the age of 12 years may be on or take part in a Mokoro excursion.
- The head guide on safari has every right reserved to make decisions on removing the group from a scenario where a child may be in danger and/or when the child cannot behave in an appropriate manner around dangerous wildlife.
- Family-friendly safari bookings are required to be reserved on an exclusive safari basis.

PHOTOGRAPHS / VIDEOS

- Semunyaeni Safaris reserves the right to use any photograph/video taken at any event or during any travel activity, without the express written permission of those included within the photograph/video. Semunyaeni Safaris may use the photograph/video in publications or other media material produced, used or contracted by Semunyaeni Safaris, including but not limited to: brochures, invitations, books, newspapers, magazines, television, Web sites, etc.

FORCE MAJEURE

- "Force Majeure" means, in relation to Semunyaeni Safaris, any circumstances beyond the reasonable control of Semunyaeni Safaris, including, but without limitation: acts of God, explosion, flood, tempest, forceful wind, fire or accident, war or threat of war declared or undeclared, acts of terrorism, sabotage, insurrection, riots, strikes, civil disturbance, requisition, sickness, quarantine, government intervention, weather

conditions, defects in machinery and vehicles, delay, wildlife, or other untoward occurrences.

GENERAL BOOKING TERMS & CONDITIONS

- The Laws of Botswana shall, in all respects, govern this rate agreement.
- By booking you agree to all of the Terms and Conditions of Okavango Passions T/A Semunyaeni Safaris and its owners, managers and agents.
- All rates are subject to change without prior notification – Semunyaeni Safaris reserve the right to amend the rates should there be any exchange rate changes or an introduction of any government related taxes, levies or fuel surcharges.
- Only rack rates or promotional rates to the public may appear on the operator's website or any other publication accessible to the public.
- When settling extras, we accept cash in all major currencies.
- Check-in time from 14h00 onwards and check-out time by 11h00 (unless otherwise agreed) applicable to safaris booked.
- Okavango Passions T/A Semunyaeni Safaris is not liable or responsible for any visa applications or issuing. The travel agent will be responsible for these applications or the client must obtain a visa in their own personal capacity.
- It is always recommended that guests travel with the appropriate travel and medical insurances in place. It is the clients responsibility to arrange their own travel insurance and to be familiar with their insurance requirements and coverage.
- Botswana is a malaria area - kindly ensure you discuss and arrange the necessary prophylactics with your doctor or travel clinic.
- The use of Semunyaeni Safaris and all of its facilities, activities and equipment, are entirely at guests' own risk.
- Semunyaeni Safaris will not be held liable for any loss or injury whatsoever.
- Please note, in 2024, Semunyaeni has decided to rebrand its products to be more inclusive and luxurious. This being said, Semunyaeni was created and built on the premise that we will have flexible departure dates and tailor-made safaris suited for what the clients request. Hence, Semunyaeni has decided to no longer stock the participation safaris for the general public but rather only make the participation safari available to mass movement safaris who require basic and affordable accommodation for large groups of people. Should you meet the criteria above, Semunyaeni will handle any requests for a participation safari on a separate basis tailor-made to the agents specifications.