



KALAHARI DMC
BOTSWANA
www.kalaharidmc.com
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General Booking Term & Conditions

Kalahari DMC Botswana Means, Kalahari DMC Botswana Pty (Ltd), a destination management company registered and licensed in Botswana, and it's referred to as 'the company',

DWNP: Means ,Department of Wildlife & National Parks

Client: Means, any customer or any local or international company that books travel services with Kalahari DMC Botswana

All provisional and confirmed bookings by the client agrees to and follows terms and conditions laid out in this document by the company.

Booking Policy

1. To secure a reservation, the client is required to pay 30% of the total fee, of which some will be refundable depending on terms and conditions of third-party operators should the client decide not to travel. Kalahari DMC Botswana will endeavour to refund all due payments made in cases of cancellation.
2. For self-drive safaris where park fees and vehicles fees are charged in advance, 50% of the total bookings fee is required to confirm a reservation. This also applies to camping mobile safari guests.
3. Booking terms and conditions of ground operators apply on accommodation, meals, activities and transfers and Kalahari DMC Botswana will inform the clients on important terms and conditions that affect them.
4. Validity of provisional bookings are from 2 weeks up to 3 months or more with flexibility depending on availability status with third party operators.
5. Provisional bookings should be confirmed whenever possible 60 days prior to travel dates
6. There will be no refunds for DWNP park entry fees and vehicle fees paid in advance
7. Self-drive clients should declare if they will be towing a trailer
8. If a booking is travelling within 30 days, 100% payment is required

Cancellation policy

Booking cancellations are free and refundable except under the following circumstances once the client has paid the required deposit fee.

1. Should a cancellation be received between 30 and 60 days prior to due arrival date 20% of the contracted rate will be charged.
2. Should a cancellation be received between 30 and 10 days prior to due arrival date 50% of the contracted rate will be charged.
3. Should a cancellation be received 10 days or less days prior to due arrival date 100% of the contracted rate will be charged.
4. Cancellation and confirmation must be in writing by all parties concerned and sent via email



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Responsibility

The company will make every effort to conduct itineraries as described, however, reserves the right to make adjustments to programs without affecting their material nature or overall quality. Should situations beyond the control of the company make changes necessary, the company will work with the client on any such changes. Kalahari DMC Botswana reserves the right to make equitable substitutions when necessary.

Health insurance and Visas

The client acknowledges being aware of the proposed itinerary and it is the client's obligation to ensure that they and their guests are medically fit and able to embark upon the tour. The client also acknowledges they have taken out sufficient travel insurance for the proposed itinerary and activities for all its delegates. The company will assist with Visa processing for all confirming booking, but it is the responsibility of the client to supply correct and accurate information needed by authorities to process the Visa(s).

Incidental expenses

All incidental expenses such as drinks, not part of the agreed budget, must be settled by the client on-site or before departure. The Client can pay an estimated deposit before arrival for the company to pay these added expenses on behalf of the client. Alternatively, the company will settle these extra on-site incidentals agreed by both parties with an added service fee of 10% and this will be invoiced to the client at the end of the trip and must be settled within 14 days of receiving the invoice. The company will endeavour to ensure all clients settle their private incidentals before departure however, the client guarantees payment to the company and its suppliers in the event of non-payment by the delegates.

Force Majeure

Should the itinerary not travel for valid reasons on the part of the client, the company will return to client any payments previously paid by client to the company, less all of the following amounts which the company shall be entitled to retain: any non-recoverable and other out-of-pocket costs the company has paid or is obligated to pay to its vendors, suppliers, hotels and subcontractors, and any costs (including labour) for which the company has otherwise incurred an obligation to pay, as of the time of the Force Majeure Termination, so long as such direct and or indirect costs are supported by reasonable documentation from the company

Governing law and disputes

Legal Jurisdiction – The client and the company acknowledges that these terms and conditions shall be construed under the laws of Botswana and if any legal action is brought under this agreement, such legal action shall be brought in courts of Botswana without reference to any choice of law doctrine. However, both parties shall use their best efforts to settle any controversy, dispute, or claim arising out of or relating to the terms and conditions, their validity, interpretation, or breach thereof, by negotiation or mediation.

Thank you for choosing to enjoy Botswana with us!