



MACHABA SAFARIS

CLASSIC SAFARI CAMPS
BOTSWANA & ZIMBABWE

Est. 2012



TERMS AND CONDITIONS

Reservations made at Machaba Safaris are subject to availability and subject to final confirmation from Machaba Safaris Reservations Office. All reservation are subject to the company Booking Terms and Conditions.

All bookings must be made by in writing by e-mail. Any booking must be confirmed in writing by Machaba Safaris Reservations office to be effective.

Any amendment and any cancellation/modification of a reservation must be confirmed in writing by Machaba Safaris Reservations office to be effective.

TO MAKE A RESERVATION AT ANY ONE OF MACHABA SAFARIS PROPERTIES PLEASE PROVIDE THE FOLLOWING INFORMATION:

- Full Name and Surname as per the guest's passport.
- Nationality
- Any special dietary requirements or special requests.
- Room configuration – double / twin or single beds.
- Arrival and departure details (Flight details / self- drive etc)
- Should guests be self driving to Machaba Camp or Verney's Camp, please provide the guests contact mobile number as well as information on the accommodation they will stay at the night before they travel to Camp.

MACHABA SAFARIS PROPERTIES RATES ARE INCLUSIVE OF THE FOLLOWING

- Accommodation
- All meals
- Laundry
- Lodge activities
- Return vehicle airstrip transfers from Airstrip
- Hwange Main Camp to Verney's Camp included
- Alcoholic & non-alcoholic beverages (excluding imported and premium drinks)
- Levies & taxes

MACHABA SAFARIS PROPERTIES RATES ARE EXCLUSIVE OF THE FOLLOWING:

- Premium imports
- International flights
- Internal transfers
- Travel insurance
- Visas
- Discretionary tips



IMPORTANT NOTES

- Single travellers will incur a single supplement of 40% in Botswana and 30% in Zimbabwe
- Guide/pilots accommodation is available at US\$ 150 nett per guide per night
- Private vehicles are available at all Camps at US\$ 500 nett per day
- No children under 12 are allowed on the mokoros and game walks.
- It is imperative that Self Drive clients contact the relevant Camp the day before check in to discuss their route. Water Levels change all the time and do affect road conditions and routes.

MACHABA SAFARIS CAMP INFORMATION

- Check in time is between 13:00 and 14:00 and check out time is at 11:00.
- In the event of self-drive guests to the lodge, we will require a mobile number for the guests and details of where the guests are staying the night before as well as an estimated time of arrival.
- All Mokoro & Motor-boating activities have to be pre-booked and this activity is water dependent (at the relevant camps).
- Because Botswana & Zimbabwe are both in malaria areas, precautions are recommended.
- The water in the camps is safe to drink.
- Minimum electricity available in the rooms, however charging facilities are available for cameras etc

MACHABA SAFARIS CHILD POLICY

- Children under 12 are not allowed at Little Machaba unless guests book exclusive use of Camp (8 full paying adults).
- Machaba Camp, Gomoti Plains & Verney's Camp welcome children of all ages.
- Children aged 5 years and younger stay free, children 6-11 pay standard child rate (50% of adult sharing rate). Children 12+ pay full adult rate
- It is mandatory for a private vehicle to be booked for guests travelling with children under the age of 6.
- No more than two children under 12 years of age sharing in family luxury tent with two adults. (Additional children on request, please speak to reservations)
- One child and one adult sharing in a luxury tent pay adult + child rate.
- Third and Fourth adults sharing in a family tent will pay the per person sharing rate.
- No babysitting facilities available at any of the camps
- Children under 10 are not permitted at Ngoma Safari Lodge unless guests book exclusive use of the camp.

LIGHT AIRCRAFT TRANSFERS

1. Rates will be subject to fuel surcharges if fuel increases more than 15% above current prices.
2. Rates are subject to Government fee increases on navigation fees, departure tax and VAT
3. Rates are subject to major exchange rate fluctuations
4. 20kg Luggage per person (including hand luggage) in Soft bags
5. Passengers over 110kg may have to purchase an extra seat – please inform us prior to travel if this is the case
6. Passengers traveling on a seat in plane basis may have up to 2 stops en route to destination



GENERAL AND PAYMENT POLICY

Machaba Safaris reserves the right to request deposits or full payment in advance in the case of groups, long stays or high occupancy.

DEPOSIT & PAYMENT POLICY:

Once a booking has been confirmed to us, we will require a non-refundable deposit payment of 20% with full and final payment due (8) eight weeks prior to travel. Full payment is due eight weeks prior to arrival date, after which our cancellation fees escalate in accordance with our cancellation policy.

CANCELLATION POLICY:

- Cancellation fees are levied when guests cancel confirmed reservations. The costs of the cancellation fees will escalate the closer the guest/s cancels to their confirmed departure date.
- Should a cancellation be made more than 8 weeks prior to departure, the non-refundable deposit of 20% is forfeited.
- Should a cancellation be made between 4 & 8 weeks prior to departure - 50% cancellation fees apply.
- Should a guest cancel less than 4 weeks or 31 days prior to departure - 100% cancellation fees apply.
- Once Flight tickets are issued they are Non-Refundable.

IMPORTANT PAYMENT NOTES:

Please note that bank charges are not included in the invoice value and payments made to Sky Bird must include all applicable banking fees.

When making payment into the South African Bank account, payment must be calculated using the Rate of Exchange (ROE) of the day. Please contact us before making payments so that we may advise the applicable ROE. A copy of the deposit slip to be faxed through to +27 86 662 9002 or emailed to accounts@machabacamp.com

ACCOUNT DETAILS:

BANK TRANSFERS

	BOTSWANA	SOUTH AFRICA
Account Name	Sky Bird Pty Ltd	Sky Bird Pty Ltd
Bank	Barclays Bank of Botswana	First National Bank Sandton
Branch Name	Botswana Foreign Exchange Centre (BOFEX)	-
Branch Code	29 06 67	254 605
Bank Address	Prime Plaza Central Building District, Plot 74358, Building 4 Gaborone, Botswana	-
Account Number	1039236	62-400835429
Swift Code	BARCBWGX	FIRNZAJJ
Co. Reg No	CO2011/11118	CO2011/11118
VAT No	C17227901113	C1722790111
Co. Address	Plot 17107 Newtown Ward, Maun, Botswana	-
Co. Postal Address	150071, Maun, Botswana	-



PASSPORTS, VISAS, VACCINATIONS AND INOCULATIONS

It is the sole responsibility of the guest to obtain proper, current and valid passports, visas, vaccinations, inoculations and the like as and where required. Machaba Safaris shall not be responsible or liable for any consequence of any nature arising from the customer failing to ensure that he / she has complied with all such requirements. Machaba Safaris bears no responsibility for incorrect passport or immigration documentation. The Customer must ensure that their passport is valid for at least six months beyond the end of the travel period. South African residents travelling on a foreign passport must ensure that they have correct documentation from Home Affairs to re-enter the country.

SPECIAL GUEST REQUIREMENTS

If any Guest has any special requests, needs or facilities required by him/her, including without limitation, requirements relating to disabilities or special dietary requirements, the Guest must advise Machaba Safaris of such special requests at time of confirmation of reservation.

Machaba Safaris will use its reasonable endeavours to accommodate all such special requests. Machaba Safaris may recover all reasonable expenses incurred in order to accommodate such special requests, need or facility from the relevant Guests and any such expenses shall be invoiced to the Guests and must be settled as per the standard terms applicable to the booking.

TRAVEL & CANCELLATION INSURANCE

- It shall be the sole responsibility of every Guest to arrange and effect his/her own insurance cover and to ensure that he/she and his/her dependents and travelling companions have adequate cover for the duration of the booking.
- Machaba Safaris strongly recommends that Guests obtain comprehensive insurance to cover the following:
 - accidental death and disability;
 - major medical;
 - emergency medical evacuation;
 - loss of personal effects; and
 - trip cancellation.

Details of Guest's major medical and emergency medical evacuation insurance are to be provided to Machaba Safaris on confirmation of the booking.

LAW

The Conditions will be exclusively governed by and construed in accordance with the laws of Botswana & Zimbabwe whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

ERRORS & OMISSIONS EXCLUDED