



**MACHABA SAFARIS**

CLASSIC SAFARI CAMPS  
BOTSWANA & ZIMBABWE

Est. 2012



## **MACHABA SAFARIS – TERMS & CONDITIONS**

Reservations made at Machaba Safaris are subject to availability and subject to final confirmation from Machaba Safaris Reservations Office and 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, please provide the guests contact number as well as information on the accommodation where they will be staying at the night before they travel to camp.

### **ACCOMMODATION INCLUDES AND EXCLUDES**

#### **Machaba Camp & Little Machaba Rates Include:**

Rates are fully inclusive of accommodation, all meals, laundry, lodge activities, return vehicle Khwai airstrip transfers, alcoholic & non-alcoholic beverages (excluding imported and premium drinks) levies & taxes.

#### **Gomoti Plains and Gomoti Private Rates Include:**

Rates are fully inclusive of accommodation, all meals, laundry, lodge activities, return vehicle Gorokwe airstrip transfers, alcoholic & non-alcoholic beverages (excluding imported and premium drinks) levies & taxes.

#### **Kiri Camp Rates Include:**

Rates are fully inclusive of accommodation, all meals, laundry, lodge activities, return vehicle Kiri airstrip transfers, alcoholic & non-alcoholic beverages (excluding imported and premium drinks) levies & taxes.

#### **Ngoma Safari Lodge Rates Include**

Rates are fully inclusive of accommodation, all meals, laundry, lodge activities, return vehicle airport transfers from Kasane Airport, alcoholic & non-alcoholic beverages (excluding imported and premium drinks), taxes, levies and national park fees for all full paying guests.



#### **Verneys Camp Rates Include:**

Rates are fully inclusive of accommodation, all meals, laundry, lodge activities, return transfers to/from Hwange Main Camp and Manga Main airstrip, alcoholic & non-alcoholic beverages (excluding imported and premium drinks) Park Fees for all full paying guests, levies & taxes.

#### **Deteema Springs Rates Include:**

Rates are fully inclusive of accommodation, all meals, laundry, lodge activities, return transfers to/from Robins Camp, alcoholic & non-alcoholic beverages (excluding imported and premium drinks) Park Fees for all full paying guests, levies & taxes.

#### **Ingwe Pan and Mana River Camp include:**

Rates are fully inclusive of accommodation, all meals, laundry, lodge activities, return transfers to/from Mana Main airstrip, alcoholic & non-alcoholic beverages (excluding imported and premium drinks) Park Fees for all full paying guests, levies & taxes.

#### **All Rates Exclude:**

Rates exclude premium imported drinks, international flights, internal flights, road transfers, travel insurance, visas and discretionary tips, any services or activities not mentioned in the above. Community and Conservation levy is added separately to the invoice.

#### **IMPORTANT NOTES**

- Single travellers will incur a single supplement of 40% in Botswana and 30% in Zimbabwe
- Guide/pilots accommodation is available at an additional cost.
- Private vehicles are available at all Camps at an additional cost.
- No children under 12 are allowed on the mokoros. Game walks are restricted to 16 years and older.
- 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.

#### **CHILD & THIRD/FOURTH ADULT SHARING POLICY**

- Children under 12 are not permitted at Little Machaba unless guests book exclusive use of Camp (8 full paying adults).
- Children under 6 are not permitted at Deteema Springs, Ingwe Pan & Mana River Camp unless guests book exclusive use of the camp
- Children under 10 are not permitted at Ngoma Safari Lodge unless guests book exclusive use of the camp.
- Machaba Camp, Gomoti Plains, Gomoti Private Suite, Kiri Camp & 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 at the applicable camp.
- Only a maximum of 4 guests allowed to share in a Luxury Family Tent at Machaba Camp, Gomoti Plains, Gomoti Private Suite, Kiri Camp and Verneys Camp. (Additional children on request, please speak to reservations)



- Only 2 adults and 2 children under 12 years of age are permitted to share a Luxury Family Tent at Deteema Springs.
- Only 1 child under 12 years of age is allowed sharing a Triple Suite at Ngoma Safari Lodge.
- One child and one adult sharing in a luxury tent pay adult sharing + child rate.
- Third and Fourth adults sharing in a family tent will pay the per person sharing rate.
- No babysitting facilities are available at any of the camps.

#### **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 must 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 is available in the rooms at all camps except Ngoma, however charging facilities are available for cameras etc
- Ngoma offers full electricity including hair dryers and an aircon

#### **DEPOSIT & PAYMENT TERMS**

- 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 & final payment is due eight weeks prior to arrival date, after which our cancellation fees escalate in accordance with our cancellation policy
- Machaba Safaris reserves the right to request deposits or full payment in advance in the case of groups, long stays or high occupancy.

#### **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.



### PAYMENT NOTES

- Please note that bank charges are not included in the invoice value and payments made to Machaba 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@machabasafaris.com](mailto:accounts@machabasafaris.com) and [debtors@machabasafaris.com](mailto:debtors@machabasafaris.com).

### BANKING DETAILS

	<b>BOTSWANA</b>
Account Name	Machaba Blue Limited
Bank	First National Bank of Botswana
Account Number	62936250381
Branch Name	Maun
Brand Code	282367
Swift Code	FIRNBWGX
Bank Address	2nd Floor First Place, Plot 54362 CBD, Gaborone, 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**

Travel Insurance is mandatory and 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 requires that each Guest obtains 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.