

GREAT PLAINS CONSERVATION
STANDARD TERMS & CONDITIONS

Provisional reservations are held for 14 days from date of enquiry. Failure to confirm the arrangements held within 14 days in writing, may result in provisionally held space being automatically released without prior notice. Where another booking is wait listed against the original provisional booking, we reserve the right to request that the original provisionally held reservation is either confirmed or released within 48 hours.

Reservations are confirmed with the payment of a deposit of 20% of the total reservation costs. Upon receipt of the paid deposit, we will confirm your arrangements in writing to you. Upon our confirmation, your booking is considered confirmed, and subject to the governing terms and conditions. The balance of your reservation is payable in full no later than 60 days before arrival date. Deposits are held in a dedicated account, separate from our operational funding requirements.

It is a condition of travel that guests have their own comprehensive medical and travel insurance cover at the time of confirmation.

STANDARD RESERVATION CANCELLATION AND AMENDMENT SCHEDULE

After the booking is confirmed, should we be requested to change the reservation to alternative departure dates for any related reason, we may at our discretion, charge a change fee of US$25 per person.

After the booking has been confirmed, should the guest wish to cancel the services held on their behalf the following cancellation schedule applies:

- More than 61 days before arrival, 25% of the refundable deposit will be forfeited.
- Between 60 to 46 days before arrival - 50% of the reservation full value will be forfeited.
- Less than 45 days before arrival and No Shows - 100% of the reservation's full value is forfeited.

The above cancellation schedule is specific to those Great Plains Conservation arrangements held.

Postponements, changes, amendments and cancellations are only effective on receipt of written notification.

STANDARD RESERVATION CANCELLATION AND AMENDMENT SCHEDULE FOR ARRANGMENTS HELD ONCE GUESTS START THEIR JOURNEYS

Should a guest fall ill during their travels, fail to arrive at a property, join a safari, join after a set departure or leave it before its completion, no refund is applicable, and full cancellation fees apply. For any change in the itinerary requested by guests whilst on safari, no refund for any services not utilised will apply, and all new arrangements will be for the guest's account.



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STANDARD RESERVATION CANCELLATION AND AMENDMENT SCHEDULE FOR ANY 3RD PARTY, NON-GREAT PLAINS SERVICES HELD

Separate terms may govern all third-party reservations, such as hotels we would book on your behalf in cities like Cape Town, Johannesburg, Nairobi or other safari lodges and properties that are not owned by Great Plains. Regardless of the reason for the postponement, amendment or cancellation, the applicable policy, governing the reservation held, will be communicated at the time of confirmation and/or at the time of cancellation, postponement or amendment.

PAYMENT PROCESS

All prices quoted exclude any financial transaction charges. Please note that you are responsible for the cost of any and all bank charges incurred in any of the payment processes. All payments must be made in the currency in which the quotation was accepted, or as is reflected in the invoice provided. All payments should be made through Electronic or Telegraphic Bank transfer. Cheque payments are not accepted.

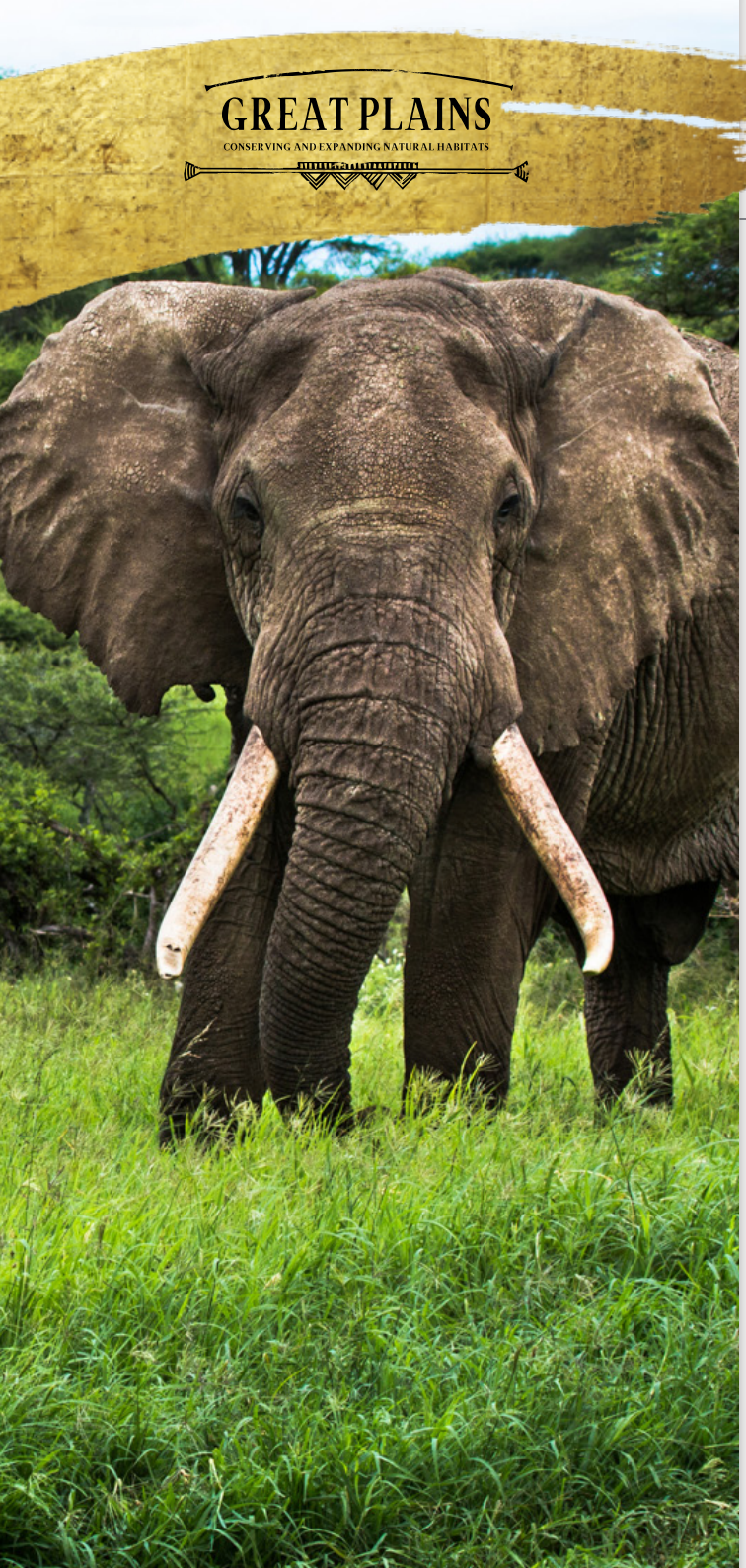
Confirmation of payment with the SWIFT code including the reservation number is required to be e-mailed or faxed to Great Plains Payments Department debtors@greatplainsconservation.com and copied to your relevant reservations consultant. Without this information we will not be able to credit the account/booking and the account/booking will continue to show as unpaid in our records and on your statements which may cause delays in confirming the booking, and you will be required to re-send the proof of payment with the necessary details.

Please ensure that the relevant reservation number is quoted on any correspondence pertaining to booking, or a payment to ensure that the Payments Department can allocate the money correctly. For all bulk payments, please provide a schedule which details which reservations the payment must be allocated against.

In the rare event that payment is made by a credit card, please note the following:
Amounts taken off the credit card will be in Botswana Pula for Botswana reservations, US Dollars for Zimbabwe reservations or Kenyan Shillings for Kenyan reservations at the relevant bank's rate of exchange. Depending on the country of issue and the relevant currency your credit card statement is received in, there can be rates of exchange fluctuations between banks, which is out of our control. Our preferred method of payment is via Electronic Funds Transfer (EFT).

We reserve the right to review published rates in the event of currency exchange rate fluctuation, increases in costs or taxes, which are beyond our control. Specifically, flights costs are subject to change with fuel surcharges.

We reserve the right to review the scheduling of payment terms dependent upon market demand for space at our properties.



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LIABILITY
In the event that Great Plains Conservation books third party properties on behalf of the guest these bookings are accepted on the specific condition that Great Plains Conservation acts only as the reservations office for the third party properties, and assumes no liability whatsoever for an injury, damage, loss, accident or delay to person or property. All reservations for these third party properties and suppliers are also governed by their respective cancellation policies, terms and conditions. The applicable policy, governing the 3rd party reservation held, will be communicated at the time of confirmation and/or at the time of cancellation, postponement or amendment.

NOT INCLUDED IN THE CAMP'S DAILY TARIFF
These may include but are not limited to the cost of getting to our camps and some inter-camp air transfers; having compulsory comprehensive travel and medical insurance cover (including cover for pandemic related occurrences) including cancellation and curtailment, medical, baggage, lost money and emergency evacuation back home; gratuities to guides and to staff; any excursion not related to the accommodation booked (e.g. Hot Air Ballooning, a day trip to Amboseli and its related Park fees etc); cost of spa treatments and any National Park fees or Conservancy levies.

RESPONSIBILITY
Neither Great Plains Conservation, nor any person or agent acting for, through or on behalf of the Group shall be liable for any loss or damage whatsoever arising from any cause whatsoever and, without restricting the generality of the foregoing, shall specifically not be held responsible for loss or damage arising from any errors or omissions contained in its brochure, website or other literature, nor loss or damage caused by delays, sickness, theft, injury or death.

In the event of any safari being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other cause whatsoever, the extra expenses incurred as a result thereof shall be the responsibility of the guest.

The Group may at its discretion and without liability or cost to itself at any time cancel or terminate the guest's 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 guest, who shall in such circumstances 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/s 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.



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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 contained in our brochure / website whether the guest has signed the booking form or not. The terms under which the guest agrees to these safaris cannot be changed or amended except in writing signed by an authorised director of the Company.

PHOTOGRAPHY
The Group reserves the right without further notice to make use of a photograph or film taken on the safari with guests by our staff or photographers without payment or permission. We guarantee that no photographs of a compromising nature will be used.

CHANGES
Although every effort is made to adhere to schedules, it should be borne in mind that the Group reserves the right and in fact is obliged to occasionally change routines as dictated by changing conditions.

INSURANCE
It is a condition of booking, that the sole responsibility lies with the guests to ensure that they carry the correct comprehensive travel and medical insurance (including cover for pandemic related occurrences) to cover themselves, as well as any dependants/travelling companions. This insurance should include cover in respect of, but not limited to, the following eventualities: cancellation or curtailment of flights booked and travel arrangements held on behalf of the guest/s, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods. The company, their representatives, employees and agents will take no responsibility for any costs, losses incurred or suffered by the guest, or guest's dependants or travelling companions, with regards to, but not limited to, any of the above mentioned events.

Guests 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.

AIR CHARTERS AND AIR TRANSFERS
Please note that we subcontract the flying services to independent charter operations, and they are responsible for the flying. There is a daily flight schedule into and out of our camps from the respective regional airports in Botswana, Zimbabwe and Kenya. Guests can also arrange direct, private charters with our reservations office from these regional airports, airports nearby to the residential addresses, or other safari camps and locations to our camps at an additional cost should they wish to travel in this fashion.



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DELAYS
We cannot be held liable for any delays, missed transfers, services or additional costs incurred as a result of airlines not running to schedule.

GENERAL
To the best of our knowledge the information on our website, in our brochures, reservations documentation and publicity material is correct on this date. We cannot be held responsible for any inaccuracies or change that may occur hereafter.

Terms and conditions revised October 2022

Signed acceptance:

Signature _____

Full name (Please print carefully) _____

Date _____