



# GREAT PLAINS CONSERVATION

## Standard Terms & Conditions



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## 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.

All reservations are secured by deposit payments, the percentages of which will be confirmed by your Safari Designer at the time of quotation, who shall also share the applicable Third-Party Terms and Conditions according to the services requested. Upon receipt of payment of the deposit/s, we will confirm your arrangements in writing. At this time of confirmation, your booking will be subject to the governing Terms and Conditions.

The balance of your reservation is payable in full, no later than 60 days prior arrival date and according to 3rd Party supplier terms and conditions.

Depending on the dates, and subject to certain suppliers terms, these suppliers may require full payment at the time of booking, details of which will be confirmed with you by your Safari Designer.

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**

Once a 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. Where a postponed reservation, on which cancellation fees would have originally applied, subsequently cancels, the original cancellation fees and policy still apply to those later travel dates and arrangements.

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

Separate terms and conditions may apply to all third-party reservations, including hotels we book on your behalf in cities such as Cape Town, Johannesburg or Nairobi, as well as other safari lodges and properties not owned by Great Plains. Irrespective of the reason for any postponement, amendment or cancellation, the applicable policy governing the reservation 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 all bank charges incurred in any payment process. 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 via Electronic Bank Transfer or Credit Card. Cheque payments are not accepted.

Confirmation of payment, including the SWIFT code and reservation number, must be emailed to the Great Plains Payments Department at [res.finance@greatplainsconservation.com](mailto:res.finance@greatplainsconservation.com) and [debtors@greatplainsconservation.com](mailto:debtors@greatplainsconservation.com), with a copy to your relevant reservations consultant. Without this information, we will be unable to allocate the payment to the relevant account or booking. As a result, the booking will continue to reflect as unpaid in our records and on your statements, which may delay confirmation. You will then be required to resend the proof of payment, including the necessary details.

Please ensure the relevant reservation number is quoted in any correspondence related to the booking or payment so the Payments Department can allocate funds correctly. For all bulk payments, please provide a schedule detailing which reservations the payment must be allocated to.

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We reserve the right to review published rates in the event of currency exchange rate fluctuations, or increases in costs or taxes beyond our control. Specifically, flight costs are subject to change with fuel surcharges. We reserve the right to review the scheduling of payment terms, depending on market demand for space at our properties.

### **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: travel to and from our camps and certain inter-camp air transfers; compulsory comprehensive travel and medical insurance (including cover for pandemic-related occurrences), including cancellation and curtailment, medical expenses, baggage, loss of money and emergency evacuation to the guest's home country; gratuities to guides and camp staff; any excursions not included in the accommodation booked (e.g. hot air ballooning, day trips to Amboseli National Park, including related park fees); spa treatments; and any applicable 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.

### **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.

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## 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.

## CHECK OUT TIMES - KENYA

We maintain a high level of flexibility when it comes to check-out times at our camps. However, due to some scheduled air transfer schedules, there are instances where we may kindly request guests to check out of their rooms by 9:00am. In such situations, our lodges and camps are set up to ensure that guests can utilise the facilities located in the central area. This includes access to Wi-Fi, the provision of complimentary drinks and lunch in the event of any unexpected delays, and access to hides or other activities if available.

## 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.

## 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 February 2026

## SIGNED ACCEPTANCE:

Signature

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Full name

(Please print carefully)

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Date

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