

PAYMENTS AND CANCELLATION POLICY

Due to the COVID-19 situation it will be possible to make a pre-reservation without any payment required until borders are open and flights operating.

-Once borders are open and it's possible to book flights, a deposit payment of 25% will be required in order to secure the booking.

-The rest of the payment will be made 4 weeks prior to the safari starting date.

All payments will be made through bank transfer in USD to an account in Botswana, the payer assuming 100% of the transfer costs.

CANCELLATION AND POSTPONEMENTS

All cancellations must be made in writing.

Special cancellation conditions apply due to the current COVID-19 pandemic. In an effort to adapt to the changing news on COVID-19, cancellation policy is to be as flexible as possible with regards to travel affected by COVID-19. Each booking will be treated individually and we are open to moulding our policies to your personal requirements. Please, contact monicaonsafari@gmail.com for any questions in this regard.

Cancellation for general causes

-Cancellation made 6 to 4 weeks prior to starting date: forfeit 25% deposit

-Cancellation made 4 to 2 weeks prior to starting date: forfeit 75% of the safari price

-Cancellation made 2 weeks prior to starting date: 100% of the safari price

Cancellation in case of COVID-19 travelling restrictions

In case of any travelling restrictions announced by the Government in Botswana, in the client's country or in any other country that makes travelling impossible for the client, the cancellation and postponement policy will be as follows.

-Cancellation made 4 weeks or more prior to starting date: 100% refund of all payments

-Cancellation made 4 to 2 weeks prior to starting date: forfeit 25% deposit or 100% voucher in case of postponement (each booking will be treated on a case by case basis to find the best possible solution)

-Cancellation made 2 weeks prior to safari starting date: forfeit 25% deposit

These special conditions do not apply in case of the impossibility of travelling due to client illness including Covid-19. It is the responsibility of each traveler to take out travel, health and cancellation insurance.