

HAINA KALAHARI LODGE

Trading Terms & Conditions

VALID FOR 2015 AND 2016



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1. GENERAL

- All bookings to Haina Kalahari Lodge must be made in writing by means of an email. No telephonic bookings will be made / accepted.
- The Agent is responsible for:
 - ✉ Advising guests of all travel-related information such as passport validity, visa requirements, health certificates, travel insurance and any other information that the guests may require prior to arriving to Botswana.
 - ✉ Informing Haina Kalahari Lodge in writing of any changes made to the booking i.e. amendments, confirmations, cancellations etc.
 - ✉ Collecting payment from the guest who will be staying at Haina Kalahari Lodge.
- Haina Kalahari Lodge will require the below full guest details in order to ensure the lodge is properly prepared for guests' arrival:
 - ✉ Full names
 - ✉ Nationality
 - ✉ Dietary requirements
 - ✉ Arrival and departure details
 - ✉ Room configuration required i.e. twin | single | double
 - ✉ Special requests or occasions such as birthdays, honeymoon, anniversaries etc.
 - ✉ Medical conditions we should be aware of?
 - ✉ Medical insurance details

2. BOOKING PROCEDURES

- Bookings will be held on a provisional basis as outlined below:

Days Prior to Date of Travel:	Days Held Provisionally:
45 days and more	14 days
Between 45 and 30 Days	7 days
Less than 30 Days	48 Hours

- Provisional bookings will automatically release after 14 days, unless an extension has been requested and agreed upon in writing by both parties.
- Should we receive a confirmed request against the space you are holding, we will request space to be confirmed or released within 48 hours. Once confirmed, we will require a non-refundable deposit of 20% for Individual bookings or 30% for Group Bookings within 7 days. Should we not receive a reply, space will automatically release after 48 hours and will be confirmed to you in writing.
- Brakah Campsite bookings are to be paid in full upon confirmation.
- Make use of your INVOICE NUMBER as the reference to Haina Kalahari Lodge when making payment.
- Once payment is made, proof of payment to be sent to reservations@hainakalaharilodge.com
- Bookings are considered to be an Individual or Group as outlined below.

Booking Type:	Number of guests per booking:
Individual / FIT	1 to 9 guests in one booking
Groups	10 or more guests in one booking (minimum 2 nights stay required)

- Once a booking is confirmed, the relevant Individual / Groups cancellation fees will apply. Refer to point 3.



3. CANCELLATION POLICY

- Cancellations fees will apply as follows:

Individual Bookings		Group Bookings	
Cancellation Fee:	Days Prior to Date of Travel:	Cancellation Fee:	Days Prior to Date of Travel:
20%	From confirmation to 60 Days	30%	From confirmation to 60 Days
50%	59 to 45 Days	50%	59 to 45 Days
100%	44 Days or less / no shows	100%	44 Days or less / no shows

- Once a booking has been confirmed in writing by the agent and our reservation office.
- Should the numbers in a group decrease after booking has been confirmed.
- Please note that any refunds are subject to commission and/or bank charges.

4. TOUR LEADER POLICY

- The guide rate will apply to a bona fide tour leader and/or guide accompanying guests.
- Guide rate is applicable to guide's accommodation and is inclusive of all meals. Refer to the rate sheet for applicable rate.
- Should the guide's accommodation not be available, the guide will be accommodated in a Luxury / Superior Tent, where the applicable rate will apply.
- The tour leader/guide may accompany his/her guests on activities, subject to space being available on the vehicle.
- Rates will apply as follows in the guides accommodation:

No. of Guests:	Tour Leader / Guide staying in guides accommodation:
Up to 12 Full Paying Guests	Applicable rate will apply – refer to rate sheet
13 or more Full Paying Guests	1 x Complimentary Tour Leader / Guide

5. CHILD POLICY

- Children of all ages are welcome to Haina Kalahari Lodge.
- 50% of the adult rate will apply to children 12 years and younger and applicable to children sharing with an adult in the Family Tent.
- The adult rate will apply to children 13 years and older.
- Children from the age of 6 years and older may participate in game drives, at the lodge manager's discretion.
- A private vehicle is required for families with children 6 years and younger at an additional cost and subject to availability. Rates are available on request.
- Children 2 years and younger are accommodated on a complimentary basis and are required to share with parents.
- It is advisable that children up to the age of 14 years old share with parents at all time (at the lodge managers discretion).
- Triples are on a request basis and only applicable for children up to 12 years old sharing with parents. The standard child rate applies when sharing in a triple tent.



6. PAYMENT POLICY.

Once your booking is confirmed, we will require payments according to the below policy:

- Electronic Bank Transfers:
 - ✉ The INVOICE NUMBER is to be used as the reference to Haina Kalahari Lodge when payment is made.
 - ✉ Once payment is made, proof of payment to be sent to reservations@hainakalaharilodge.com
- Credit Card Payments
 - ✉ ONLY Visa and MasterCard are accepted
 - ✉ We require our credit card authorisation form to be completed and signed, along with a copy of the front and back of the credit card.
 - ✉ A 5% service fee will be added to your invoice if payment is made by credit card.
- Brakah Campsite bookings are to be paid in full upon confirmation.
- 20% (Individual) and 30% (Group) deposits are non-refundable as per below table

Individual Bookings		Group Bookings	
20%	7 days from confirmation	30%	14 days from confirmation
80%	45 Days prior to date of arrival	70%	60 Days prior to date of arrival
100%	Bookings made and confirmed 45 days or less prior to date of travel will be due 7 days from confirmation and no later than 7 days prior to date of travel.	100%	Bookings made and confirmed 60 days or less prior to date of travel will be due 7 days from confirmation and no later than 7 days prior to date of travel.

7. BANKING DETAILS:

Account Name:	Haina Kalahari Lodge	Branch No:	282367
Account Number:	62223735963	Swift Code:	FIRNBWGX
Bank:	First National Bank Botswana		
Branch Name:	Maun, Botswana (Private Bag 231, Maun)		
Account Holder:	Seteba Weila Signs (Pty) Ltd T/A Haina Kalahari Lodge		

8. CONTACT DETAILS

Please feel free to contact the relevant department for reservations and/or marketing related enquiries.

Department:	Reservations	Marketing & Sales
Email:	res@hainakalaharilodge.com	marketing@hainakalaharilodge.com
Tel no.	+267 683 0238 / 9	+27 82 925 7486
Location:	Botswana	South Africa