

GROUP BOOKINGS

Effective from 1st March 2024

BOOKING & PAYMENT TERMS

The following terms and conditions will apply for all group bookings of 4+ rooms:

- Rates will vary based on room types booked and number of guests occupying each room.
- Group is required to stay for a minimum of 2 consecutive nights.
- Group is required to be booked on either a *Dinner, Bed & Breakfast* or *Fully Inclusive* basis.
- If booking on a *Dinner, Bed & Breakfast* basis, at least one activity (3-hour morning game drive or 3-hour afternoon boat cruise) must be booked with River View Lodge.
- Tour confirmation is required within 30 days of a provisional booking being made.
- 10% non-refundable deposit required upon confirmation of Tour.
- Final room numbers to be confirmed no less than 90 days prior to arrival.
- Final rooming list is required a minimum of 60 days prior to arrival.
- Balance payment due no less than 60 days prior to arrival.
- Any rooms cancelled within 90 days of arrival will incur a 100% penalty charge.

ADDITIONAL T&Cs

1. Private Home bookings require a minimum 3-night stay.
2. *Dinner, Bed & Breakfast* basis includes Accommodation, Breakfast, complimentary Safari Tea, Dinner (all meals excluding drinks) and VAT.
3. *Fully Inclusive* basis includes Accommodation, Breakfast, complimentary Safari Tea, Dinner (all meals excluding drinks), 1 Game Drive per morning, 1 Boat Cruise per afternoon and VAT.
4. Infants (aged 0 – 2) stay free of charge.
5. Children (aged 3 – 12) are required to use existing bedding.
6. Families with children under age 6 are required to book activities on a private basis, which incurs a supplementary charge of BWP 1,000.00 per activity.
7. *Fully Inclusive* rates exclude park fees for Game Drives and Boat Cruises.
8. Guests booked on a *Fully Inclusive* basis for 3+ nights (including park fees) can exchange one day of activities for a Day Trip to Victoria Falls (transportation only).
9. Afternoon activity cannot be guaranteed for Group checking in after 2pm on day of arrival.
10. Morning activity cannot be guaranteed for Group checking out before 10:30am on day of departure.
11. Requests for private or alternative scheduling of activities (i.e. afternoon game drive) are subject to additional charges.
12. Cancellation Policy*:
Tour Cancellation:
10% deposit will be non-refundable if Tour is cancelled at any time after confirmation.
Room Cancellation:
Within 0 – 90 days: no refund and full value of cancelled room(s) charged.
91+ days: 90% refund.
* Refunds will be in the form of credit notes for future bookings.
13. Rates are subject to change without prior notice.