



**Okavango Passions (Pty) Ltd**  
**T/A Semunyeeni Safaris**  
**CO2016/6724**

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## **Temporary Payment Terms and Conditions**

At Semunyeeni Safari, we firmly believe that Botswana should still be perceived as a tourist-friendly destination. We do, however, understand the concerns the COVID-19 epidemic is causing and the impact this has on future travellers' arrangements, and we have decided to adopt the below payment and cancellation policies.

As we have to comply with the booking and payment terms of the Botswana Guiding Association and the Hotel and Tourism Administration Board, we will reduce the non-refundable deposit to 15% of the total booking fee with immediate effect, to cover these and other related fixed costs instead of the normal 30% non-refundable deposit. The full outstanding balance is now payable 30 days before departure from the country of origin.

In principle, our standard cancellation policy will still be applicable. However, any guests wanting to postpone their safari will receive a safari credit. This credit will be valid for 12 months from the date of postponement. This postponement is only valid during the period the travel ban is enforced.

Please note should any booking be amended and fall into a different rate period the difference in rate will be applicable. Unfortunately, any cancellation of the amended booking will then result in the full costs of the safari payable.

In our efforts to contend with the impact of this virus and our best intentions to assist our valued guests and trade partners, we will review this policy on a regular basis.

Please feel free to contact me should you have any queries.

Regards and best wishes

Gary Taylor  
Director  
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*Create nothing but memories, Leave nothing but footprints, Take nothing but photos*