

By booking your accommodation with us, you are agreeing to be bound by the terms of this agreement and any additional terms and conditions of any third-party supplier that are applicable to your booking arrangements.

It is your responsibility to ensure sharing these terms and conditions with each person involved in their group/travel chain, including payment of all amounts when due. In addition, we reserve the right to modify these Terms and Conditions as required.

Included in our rate structure is a 20% admin travel support/ environment support fee. When we receive confirmation of a booking, we allocate this portion of the fee accordingly. This is a non-refundable portion of the rate, whether a client stays with us or not if booking is cancelled within 180 days of stay.

### **1. Rates:**

- 1.1. Upon receipt request, applicable rates will be issued
- 1.2. STO Rates are quoted in United States Dollars and are NETT
- 1.3. Rates are inclusive of VAT
- 1.4. Rates are subject to change should there be any change in VAT, statutory levy or taxes becoming payable after date of signatory.
- 1.5. Rates exclude any transfers, flights or activities not included / specified on the rate sheets.

### **2. Reservation Requirements:**

- 2.1. Provisional Bookings will be held for 21 days.
- 2.2. To confirm a booking 20% of the rate is payable, which serves as admin travel support / environment support fee, this portion becomes non-refundable within 180 days prior to stay.
- 2.3. Should the required 20% fee not be received within 14 days of written confirmation of booking, the booking will automatically revert to release.
- 2.4. Balance of the payment is payable 60 days prior to travel and to reflect in our bank account no later than 45 days prior to travel.
- 2.5. All invoiced amounts are NETT amounts – transfer amounts need to be adjusted to cover all bank charges to ensure NETT amount reflects in our account.
- 2.6. All discrepancies to be addressed in writing to reservations at time confirmation.

### **3. Information required when confirming booking:**

- 3.1. Guests names & Nationality
- 3.2. How will the guests arrive and depart – transfer details
- 3.3. Do guests have any special occasion to celebrate?
- 3.4. Do guests have any special dietary or other requirements?
- 3.5. Self-drive guests: Contact details / or where will they be travelling from prior to arrival.

### **4. Travel & Medical Insurance:**

#### **4.1. Travel Insurance**

- 4.1.1. All guests are advised to have adequate comprehensive travel insurance for all unexpected incidents, as well as Cancellation for Any Reason (CAR) to ensure all cancellation fees are covered.
- 4.1.2. Guests, including those who opt not to hold travel insurance (including CAR) must be made aware that all amounts with respect to their reservation will be payable in accordance with the standard booking terms & conditions accepted within this agreement.

#### **4.2. Medical Travel Insurance**

- 4.2.1. It is the responsibility of all guests to have full medical cover and medical evacuation cover inclusive of Covid19 medical cover.
- 4.3. Ghoha Hills / Nogatsaa Pans are in Malaria areas and precautions are the responsibility of the guests.
- 4.4. Ghoha Hills / Nogatsaa Pans accept no responsibility for the rejection, wholly or in part, of any claims made by guests under their policies

### 5. **Child Policy:**

- 5.1. Rates as per Rate sheet / Quotation
- 5.2. Families traveling with children younger than 12 years to book private vehicle at time of booking at an additional rate per night as stated on Rate Sheet.
- 5.3. No childcare / baby-sitters are available at any of our properties.
- 5.4. Children must always be under the supervision of their parents.
- 5.5. Botswana Immigration requires certified copies of unabridged birth certificates for all minors under the age of 18 entering their ports.

### 6. **Cancellation Policy:**

A cancellation of an Individual Booking will only be valid if made in writing and shall only be effective upon its acknowledged receipt by the Company.

- 6.1. From date of Booking to **181 days prior to stay** – NO cancellation fee charged. Any monies paid, inclusive of admin travel support / environment support fee will be refunded.
- 6.2. **180 days prior to 61 days prior:** 20% cancellation fee will be applied, calculated on accommodation rate only. Any transfers and/or private vehicle will be removed prior to calculation of this cancellation fee. This is in line with our admin support fee/environment support fee.
- 6.3. **60 days to 22 days prior:** 50% cancellation fee will be applied, calculated on accommodation rate only. Any transfers and/or private vehicle will be removed prior to calculation of this cancellation fee.
- 6.4. **21 days to date of arrival:** 90% cancellation will be applied, calculated on full booking.
- 6.5. **72 hours to date of arrival:** 100% cancellation

### 7. **Credit Facility**

- 7.1. If the company has granted the applicant a credit facility, the applicant and by extension the travel chain and guest, are bound by the above cancellation clause.
- 7.2. If the applicant fails to adhere to the payment terms as per agreement, they will become in breach of the agreement could result in retraction of this credit facility.
- 7.3. Late payment as per our agreement will result in no-stay for guests at our properties and all payments already done will be forfeited.

### 8. **Invoicing Procedure and Payment Terms**

- 8.1. Upon receipt and confirmation of the bookings made by the applicant on behalf of guest, the Company shall issue a proforma -invoice to the applicant.
- 8.2. The applicant shall settle the invoice in accordance with the payment terms as specified on Company invoice.
- 8.3. Amounts due under this agreement which are not paid when due, shall bear interest rate of [2.5%] per month from the time the account became due until it is fully paid. All payments made by the applicant shall be allocated first to interest, then to costs, including all default administration charges and legal costs, and finally towards the reduction of the outstanding amount from time to time, unless the hotel determines otherwise.

### 9. **Payment:**

The invoice you will receive for payment is nett and exclusive of any bank remittance charges. Please adjust the transmitted amount to allow for all bank charges.

1. EFT into Bank Account:  
Account Name: Hollyhock (PTY) Limited T/A Ghoha Hills and Nogatsaa Pans (USD)  
Account No: 0002703010106  
Bank: First Capital Bank Limited  
Branch code: 80-02-67  
Swift code: FRCGBWGA  
Physical address: Capital House, Plot 17954, Old Lobatse Road, Gaborone, Botswana
2. Secure link for Credit card payment (amount converted to Pula at bank ROE) and 3.5% added for bank charges.
3. Extras to be settled at Lodge by guests using Master / Visa cards or Cash (USD / Pula)

Proof of payment to be sent through to the Reservations office on [reservations@ghohahills.com](mailto:reservations@ghohahills.com) with reservation number and guest name clearly stated on the correspondence



## Standard Booking Terms & Conditions



### **10. Amendments & Notices**

This agreement may only be changed by an instruction in writing signed by the authorized representatives of both parties.

All notices shall be in writing in English and may be delivered personally or through email.

### **11. Warranties**

Each party hereto represents and warrants that it has the right, power and authority to enter into this agreement and to perform all of its obligations hereunder

### **12. Governing Law**

This agreement is governed by the laws of the Republic of Botswana and shall not be subject to the laws applicable in any other country/jurisdiction. All disputes arising in connection with this agreement shall be finally settled by the courts of Botswana.

### **13. Force Majeure**

“Force majeure” in relation to our company, means in any circumstances beyond our reasonable control (including, but without limitation, to acts of God, explosion, flood, forceful wind, hurricanes, fire or accident, war or threat of war declared or undeclared, acts of terrorism, sabotage, insurrection, riots, strikes, civil disturbance, sickness, epidemics, pandemics, quarantines, government intervention, weather conditions, defects in machinery and vehicles, delays or other unforeseeable event, public utility failure or World Health Organization of a travel warning restricting travel to the region where the either/or both Lodges are located), we shall not be deemed to be in breach of these terms and conditions or otherwise be liable to you, and shall not provide any refund, by reason of delay in performance, or by non-performance, of any of our obligations hereunder to the extent that any such delay or non-performance is due to any force majeure. If the performance of this agreement by ourselves in whole or in part, make it illegal or impossible to perform in terms of this Agreement, then our obligations will be delayed until the event ends, and our obligation which includes all terms and conditions, is postponed for a period of 12 months and that any/all deposits and prepayments will be held over to the postponed date. If for any reason the booking does not materialize, following the 12 months all deposits and prepayments will be forfeited.

The conditions as herein set out may be amended, deleted, or added to from time to time on written notice to the Tour Operator.

***This Agreement constitutes the entire agreement between the contracting parties. All prior agreements are superseded by this agreement***