



## OKAVANGO EXPEDITIONS BOOKING INFORMATION, PROCEDURES, TERMS & CONDITIONS

### Reservations

All reservations to be made through our central reservation office [res1@okavangoexpeditions.com](mailto:res1@okavangoexpeditions.com)

Provisional bookings will be held for a period of 14 days (2 weeks), after which time confirmation of the booking and payment of a 20% non-refundable deposit will be required, or the booking will automatically be released. The booking will be confirmed by our office on receipt of the deposit. The payment of the deposit can be waived by agreement with our office (only if it's a safari booking only) but please be advised that the cancellation fee will apply. Safari with Lodge bookings require full deposit.

The balance or total payment is required 45 days prior to the date that the safari commences. A booking made within 45 days of commencement is payable in full on confirmation.

### Cancellations

All cancellations should be made in writing and will only be deemed effective upon acknowledging receipt by our office.

Cancellation by the client will be subject to the following penalties:

120 Days or more prior to commencement: forfeit 20% deposit

120 – 91 Days prior to commencement: forfeit 50% of the full package price

90 – 61 Days prior to commencement: forfeit 75% of the full package price

61 Days or less prior to commencement: forfeit 100% of the full package price

Cancellation by Okavango Expeditions will result in a full refund of the deposit.

**Please ensure that clients take out cancellation and curtailment insurance.**

### Package Prices

Package prices are based on current rates of exchange, tariffs and taxes as of April 2026. We reserve the right to increase package prices to cover increased fuel, tariffs, taxes and fluctuations in foreign exchange markets without prior notice.

### Repeaters Discount

Our valued repeat guests qualify for a 5% discount. For e.g. 1<sup>st</sup> safari = 5%, 2<sup>nd</sup> safari = 10% etc.

### Park Fees

Rates are subject to National Park fee increase by Botswana Government without prior notice.

### Insurance

Comprehensive travel insurance covering cancellation, curtailment, medical emergency travel and personal accident is *compulsory* on all our safaris and details will be required on the reservation form at time of confirmation.

### Luggage Restrictions

Space is limited on a mobile safari. Consequently, each guest is allowed 20 kg of luggage in a soft, compact carrier bag, including a small day bag and camera equipment.

Please note that on all charter flights there is a luggage limit of 20kg in soft bags including camera equipment / hand luggage. Passengers that weigh 100kgs or more or have excess luggage maybe required to purchase an additional seat on flights – please advise our reservations at time of booking.

Any expenses incurred as a result of excess luggage will be for the guests own account.

### Schedules & Itineraries

Although we make every effort to adhere to schedules and itineraries, these are subject to change in light of changing local conditions and availability. You will be notified of any changes prior to departure.

The safaris will run with a minimum of 2 pax / maximum 12 pax.

We reserve the right to cancel a departure within 2 months of departure if the minimum number of pax has not yet confirmed.

All our itineraries are subject to campsite availability and may vary subject to this, you will be advised at time of booking. We reserve the right to replace the mokoro trips with a power boat in the Okavango Delta to suit local conditions.

### **Alcohol**

For the safety and enjoyment of all our guests our guides are instructed to monitor and manage the units of alcohol per person per day. Average alcohol consumption on safari is 6 units of alcoholic drinks and is included in package price for Serviced Mobile Safaris. No alcohol will be served / consumed while activities/Game Drives are in progress. It is against Botswana law to drink in public places. Should you require anything other than the products listed, (beer, wine, G&T, Amarula) you are welcome to bring them along. Special requests can be ordered in advance subject to availability at a rate to be advised at the time.

### **Age Limit**

Minimum age allowed on safari is 12 years on a scheduled serviced departure and 8 years old on a private departure and will be required to share with an adult for safety reasons. 15% discount for children 12-17 years inclusive when they travel with their parents.

Guests over 70 years will be asked to provide a doctors certificate of fitness to travel and travel insurance is compulsory including medivac cover.

### **Single supplement**

No single supplement on our Serviced Mobile Safaris however we reserve the right to limit the number of single tents per departure.

### **Vehicle Seating**

Seating on safari vehicle is available on a window seat basis. We do not place any paying guests on middle seats on scheduled departures. Guests are only seated on middle seats with prior arrangements with agents / tour operators. The seat next to the guide maybe used as a window seat on a rotational basis.

### **Vehicles and Staff**

We reserve the right to change staff and vehicles 4x4 to suit local conditions. Vehicles may vary from the one depicted on the website. The vehicle will display a Lewis Safaris name on the door.

### **Marketing and Management contract**

Lewis Safaris is the licensed operating company in Botswana. Lewis Safaris is 100% controlled by Okavango Expeditions through marketing and management contracts. Companies have common Managing Director.

### **Okavango Expeditions Contact Details**

Tel: (+267) 6861 211 (office)

Private Bag BO13, Maun. Botswana

E-mail: [res1@okavangoexpeditions.com](mailto:res1@okavangoexpeditions.com) [www.okavangoexpeditions.com](http://www.okavangoexpeditions.com)



The only "eco certified" mobile safari in Botswana confirming our commitment to sustainable and responsible travel