

Kiubo Safaris Limited trades under the name "Baines' River Camp". When reference is made in these General Terms and Conditions to "Baines' River Camp", this includes Kiubo Safaris Limited, its directors, employees and representatives. These General Terms and Conditions apply to all visitors to Baines' River Camp and to all entities making or confirming visitor bookings at Baines' River Camp. In case of trade or corporate bookings, it is the responsibility of the entity that makes or confirms the booking with Baines' River Camp to ensure that all visitors are aware of these General Terms and Conditions.

Rates

- All accommodation rates are quoted **per person per night**. A non-commissionable contribution per person per night will be added to each invoice to cover community and conservation contributions. The levies applied to our **Fully Inclusive Rates** further cover all Lower Zambezi National Park fees during the guest's visit. Services are quoted inclusive of 16% VAT and 10% Statutory Service Charges where applicable.
- Seasons:
 - Green season rates apply during the periods: 01 March – 30 June & 01 November – 15 December annually;
 - Peak season rates apply during the period: 01 July – 31 October annually;
 - Baines' River Camp is closed during the period: 16 December – 28 February annually.
- All bookings are subject to a minimum stay of 2 nights. The *Baines Cottage*, a 2-bedroom unit, is available subject to booking both bedrooms.
- Group rates are available for bookings for a minimum of 18 bed-nights. Rates for exclusive use on request.
- Children younger than 15 are accommodated at 75% of the applicable adult rate. Children from 15 years of age are charged at normal adult rates.
- Private guides, tour leaders, pilots etc. will be accommodated at a reduced rate.
- Baines' River Camp reserves the right to amend its rates and these terms & conditions without prior notice. Confirmed bookings will be honoured at all times.

Booking, Payment and Cancellation Policy

- Provisional bookings:**
 - > 30 days out:** Provisional bookings for arrival more than 30 days out are automatically released after 7 days.
 - 30 days < out:** Provisional bookings for arrival 30 days or less out are released after 72 hours.
- Confirmation of Accommodation at Baines' River Camp:** Once a reservation has been confirmed by the client, our cancellation policy will apply. To confirm a reservation the following policy applies:
 - Standard rate bookings:** A 25% deposit of the total invoiced amount for accommodation at Baines' River Camp will be required for all bookings against our standard, long stay or group rates.
 - Exclusive use bookings:** A 25% deposit of the total invoiced amount for accommodation at Baines' River Camp will be required to confirm the exclusive use of the camp.
 - Special rate bookings:** supplementary conditions for confirmation may apply to special rates, limited validity rates etc. Please see the applicable rate overview accordingly.
- Confirmation of Third Party Services:** Reservations for additional services (transfers etc.) that have been made on behalf of the client, can only be confirmed upon receipt of payment in full for such services. The terms and conditions of the third party service provider apply.
- Installments:**
 - All bookings are subject to a single deposit payment as specified above and a single balance payment of the total invoiced amount that remains outstanding, to be received no less than 30 days prior to arrival of the client.
 - All bookings confirmed less than 30 days out are subject to a single payment of the total invoiced amount at confirmation.
- Currency:** Services are invoiced and payable in US\$. Zambian residents may pay in Zambian Kwacha. For payment in Zambian Kwacha, one single payment for the total invoiced amount will be required at confirmation.
- Remittance:** Copies of all remittance advices must be forwarded to our reservations office (email: reservations@bainesrivercamp.com or fax: +27 33 3427796).
- Check-out:** Payment of any and all extras are to be settled prior to departure. Extras can be settled in US\$. Visa, MasterCard and American Express cards can be accepted for payment of extras.
- Cancellation:** In the event of a cancellation, the following charges and conditions will apply:
 - Accommodation at Baines' River Camp:
 - Cancellation from date of confirmation up to 22 days prior to arrival: 25% per proforma invoice will be charged.
 - Cancellation 14 – 21 days prior to arrival: 50% per proforma invoice will be charged.
 - Cancellation less than 14 days prior to arrival: 100% per proforma invoice will be charged.
 - Confirmed additional services as referred to under 3: 100% per proforma invoice will be charged.
 - All cancellations must be made in writing to our reservations office.
 - Baines' River Camp will take compassionate circumstances into account at its own discretion. In such event, clients may re-schedule their stay once within 12 months of the original date of arrival. Payments received towards cancelled accommodation at Baines' River Camp will be credited to such re-scheduled booking. Credits are not transferrable from the principal traveller(s). A surplus will not be refunded. Any increase in rates will apply.
- Bank Charges:** All bank charges are for the account of the client.
- Refunds:** In the event that a refund is due, this will be paid via bank transfer. Any cost incurred by Kiubo Safaris Limited T/A Baines' River Camp for the initial receipt of the funds and any bank charges applicable to the refund will be borne by the client.

Additional Conditions & Policies

- All guests are required to complete and sign the *Guest Detail and Indemnity Form* on arrival.
- Safari activities and visits to a safari area and/or a safari camp, place visitors in close proximity to wild animals and expose visitors to the hazards of such environment. Whilst every care is taken by Baines' River Camp to avoid any incident, Baines' River Camp bears no responsibility whatsoever for any loss, injury, illness, death, delays, cancellations or changes to an itinerary and retains the right to alter, amend or cancel any part of a safari at Baines' River Camp with just reason.
- For safari activities, guests are required to bring their personal binoculars, cameras, fishing rods and respective accessories. Angling tackle can be purchased or hired on a limited basis from Baines' River Camp. Rental of angling tackle does not cover breakages.
- Baines' River Camp can accommodate children from 6 years and older. Please note that the following minimum age restrictions apply for safari activities:
 - Game drives and motorised boating activities: 8 years
 - Canoing safaris: 12 years
 - Walking safaris: 14 years
- Guests may check in from **13h00**. Guests have to check out before **11h00**. Early arrival at the camp prior to standard check-in time and/or late departure from the camp after standard check-out time, will be subject to additional charges but does not guarantee visitors the use of accommodation facilities during this period.
- On request, passenger transfers within Zambia can be arranged on behalf of its guests to and from the camp. Baines' River Camp does not act as an agent for such services and cannot be held responsible for any accidents, incidents, delays or cancellations of such services by a third party service provider.
- It is the responsibility of each visitor to Baines' River Camp to ensure that adequate and comprehensive **travel insurance** is in place from the time of confirmation of a booking at Baines' River Camp and that details of such insurance are available during the time of travel. Such travel insurance must cover the visitor against all risks including but not limited to costs of cancellation and curtailment, damage, delay, evacuation, medical treatment, hospitalization, illness, inconvenience, injury, loss, repatriation and theft. Baines' River Camp cannot accept any liability for any of these events under any circumstances. All visitors to Baines' River Camp are covered for medical evacuation by air to Lusaka. Evacuation by air is only possible during daylight hours as stipulated by the Civil Aviation Authority. This insurance does not cover medical expenses and may be subject to agreement of the injured party to be treated at a private hospital as directed by the medical evacuation services, at the cost of the injured party.
- We recommend that all visitors to Zambia check with their Foreign Offices, Consular section and travel agent for current visa requirements, travel, health and safety advisories.
- Medical: A) We recommend that travellers to Africa keep all inoculations for tropical diseases up to date. B) Zambia is a malaria area. Travellers must seek advice from their doctor and/or travel clinic on the use of anti-malarial prophylactics.