



## TERMS AND CONDITIONS AND GENERAL INFORMATION

### ACCESSORIES / CLOTHING / ELECTRICAL

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- Accessories : Binoculars, reading glasses, camera, LED torch, reading material and personal toiletries are suggested items to bring.
- Clothing : Cotton clothing is useful as it is cooler & breathes well. As a guideline, clothing should be bush coloured (greens / browns / khaki). Patterns & checks are useful for bush walks. Shorts and shirts / swimming costumes are normally worn during the day. Long trousers, long sleeved shirts, thick socks & strong worn in walking boots are best for bush walks and to cover up in the evenings to help protect against mosquitos. Flip flops or Teva's are suitable on-board and for afternoon cruises or fishing. A fleece or jacket in the cooler months and a raincoat with hood during the rainy season.  
\*Please note\* : A wide brimmed hat, sunscreen and sunglasses are strongly recommended.
- Dress Code: Casual.
- Electrical Adapters: Our boats are equipped with English 3 pin square 220 volt plug points.

### CHILDREN'S ACTIVITIES

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There are NO separate children activities, menus or programs on the cruises, but we will endeavour to accommodate any special requests where ever possible.

### CURRENCY

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Zimbabwe operates predominantly in USD, although other currencies (GBP/EUR and ZAR) can at times be used. Please ensure you bring sufficient cash to cover any extras such as land based activities, gratuities, donations, etc.

\*Please note\* : No credit card facilities are available on board any of the vessels.

### COMMUNICATION

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- There is mobile network coverage for 70 % of the lake, but very limited 3G and mobile internet.
- There is no WiFi Internet connectivity on board of the vessels.

### TOUR GUIDE POLICY

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Tour Leaders will be accommodated at all of our lodges and on board our vessels at a charge of \$ 75 per guide/per night. This will be inclusive of all meals. On board the vessels, the tour guides will be accommodated on covered deck areas with mosquito nets and have the use of public ablutions. If there is a spare cabin available the tour leader will be allocated one at no additional charge, but if the tour leader requires his/her own cabin, this will be charged at standard rates.

### FORCE MAJEURE

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Zambezi Cruise & Safaris shall not be obliged to perform any obligation under the Contract if such performance is rendered impossible, substantially more difficult or delayed as a result of Acts, orders or Regulations issued by Central or Local Government, National Parks, war, riots, hostilities, flood, fire accident, act of God or any other cause, event or occurrence which Zambezi Cruise & Safaris is either unable to prevent having due regard to its interests. Zambezi Cruise & Safaris shall not be liable for any loss, damage, cost or delay arising from or as a result of such non-performance. The onus is on the operator to ensure that their clients are in possession of adequate travel insurance (proof of such may be required).

### GUESTS / PASSENGERS NATIONALITY / PASSPORTS

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When confirming a booking (or within 30 days of travel) the passport pages of all passengers / guests, showing the nationality, must be forwarded to Zambezi Cruise and Safaris.

\*Please note\*: This is a requirement of the Zimbabwe Tourism Authority of Zimbabwe.

### HEALTH & SAFETY

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- A health and safety talk will be given to all passengers prior to the cruise departure.
- At least two members of each vessel's crew have received first aid training within the past three years.
- There is a fully stocked first aid box on board each vessel.
- All of our vessels are equipped to their maximum passenger capacity with life jackets, life rings and life rafts.
- Each vessel travels with at least one tender boat which also acts as a rescue life boat for the main vessel.
- All vessels are equipped with a navigation and radio system and are in contact with other vessels and the Lake Captain in Kariba .

### INSURANCE

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- Zambezi Cruise & Safaris have insurance cover which is underwritten by Lloyds of London.
- It is imperative that all passengers / guests must take out their own personal travel and medical insurance and this must be produced if requested.

## ITINERARY AND VESSEL DISCLAIMER

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- While it is our intention to supply as much detail as possible to our cruise itinerary (overnight mooring, described routes, activities, etc), there is a certain amount of flexibility built into our itineraries. Therefore, on occasion, it may be necessary or desirable to make alterations to an itinerary.
- The trip details and general guide as to what to expect on a cruise and any mention of specific destinations or wildlife, is by no means a guarantee that they will be visited or encountered as these are affected by various factors, including but not limited to, differing lake levels, seasonality and weather, all of which can have an effect on the wildlife and cruise experience.
- Zambezi Cruise & Safaris reserves the right to amend or change any route, activity or overnight destination at its' sole discretion.
- Whilst we endeavour to provide specific vessel from our fleet for specific itineraries, we reserve the right to substitute a different vessel of similar standard from our fleet (or when one is not available we might contract another vessel of similar standard).

## MEDICAL

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It is recommended that passengers / guests speak to their health care provider for advice on anti-malarial prophylactics and any prescription medication that might be needed for the duration of the trip, as getting top-up prescriptions might be difficult. Insect repellent and good sunscreen lotion (30 to 50 SPF) are strongly recommended.

## RATES AMENDMENTS

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Zambezi Cruise & Safaris reserves the right to amend rates subject to any changes in Government legislation, but will honour any confirmed bookings at the existing agreed rates.

The definition of a confirmed booking is that in which Zambezi Cruise Safaris has received a deposit according to our Terms and Conditions.

## BANK DETAILS

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Direct bank transfer is the preferred method of payment. Zambezi Cruise & Safaris invoices should be settled in full with no deductions for bank charges, which are for the Payors account. Bank details:

Account Name: Zambezi Cruise and Safaris (PTY) LTD  
Bank: First National Bank  
Branch: Paarl  
Branch Code: 200110  
Swift Code: FIRNZAJJ  
Account Type: Rand Cheque Account  
Account Number: 6274478554

Credit Cards accepted: VISA , MASTERCARD and MAESTRO

## PAYMENT POLICY

### FIT BOOKING DEPOSIT (LESS THAN 6 PASSENGERS / GUESTS)

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Bookings are held on a provisional basis until a deposit is received as per below :

- Prior to date of departure: More than 90 days prior to departure or check in date – 50% deposit
- Less than 90 days prior to departure or check in date – Full amount payable
- Once the applicable deposit is received the reservation will be regarded as confirmed and subject to the applicable cancellation policy.
- Balance of payment must be received at least 30 days prior to arrival.

\*Please note\*: Whilst a booking is in a provisional status, another booking can be wait listed against this booking. A written notification will sent to confirm the provisional booking by paying the relevant deposit within 5 working days, failing which the provisional booking will be released.

### FIT CANCELLATION POLICY

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Prior to date of departure:

- More than 91 days prior to travel or check in date – Full deposit refunded less bank charges
- Between 90 days and 61 days prior to travel or check in date – 50% of the full amount due is forfeited
- Less than 60 days prior to travel or check in dates – 100% of the full amount due is forfeited

### GROUP BOOKING DEPOSIT (MORE THAN 6 PASSENGERS / GUESTS)

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Bookings are held on a provisional basis until a deposit is received as per below :

- For bookings more than 180 days prior to departure or check in date – A deposit equal to 10% of the total value of the booking is required to confirm a booking. The booking will be held in a provisional status until 180 days prior to departure / check in and there after released automatically if not confirmed by way of deposit.
- Bookings between 180 and 90 days prior to departure or check in date – A nonrefundable deposit equal to 50% of the total value of the booking is required to confirm a booking. The booking will be held in a provisional status for 5 days and thereafter released automatically if not confirmed by way of deposit.
- Bookings less than 90 days prior to departure or check in date – A nonrefundable deposit equal to the FULL VALUE of the booking is required to confirm the booking. The booking will be held in a provisional status for 5 days and thereafter released automatically if not confirmed by way of deposit.

### GROUP CANCELLATION POLICY

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Prior to date of departure:

- More than 180 days prior to departure or check in date – Full deposit refunded less bank charges.
- Between 180 and 90 days prior to departure or check in date – 50% of the full amount due is forfeited.
- Less than 90 days prior to departure or check in date – 100% of the full amount due is forfeited.