



TERMS & CONDITIONS

PROVISIONAL BOOKING Upon written request via email/fax and subject to availability, we will provisionally book your place on the chosen tour. Space is allocated and held BUT if another client requires definite cabins, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. Conditions apply.

CONFIRMED BOOKING Upon written confirmation via email/fax and a completed Reservation Form, final confirmation details and an invoice will be sent. Upon receipt of the relevant payment the booking will be confirmed (see below).

CANCELLATION Cancellation of a confirmed booking received prior to departure is subject to a fee of the per person tour price (see below). Cancellation insurance is compulsory as these fees will not be waived.

INDIVIDUALS: PAYMENT SCHEDULE				
TO CONFIRM A BOOKING A DEPOSIT PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE THE DEPARTURE DATE	61+ DAYS ±2 months	60 DAYS ±2 months	A provisional booking will be held for 14 days after which a 25% deposit is due. Final payment is due 60 days prior to travel.	
Good Hope, Southern Cross, Dune Express	25%	100%		
INDIVIDUALS: CANCELLATION POLICY				
CANCELLATION OF A CONFIRMED BOOKING RECEIVED PRIOR TO DEPARTURE IS SUBJECT TO A FEE OF THE PER PERSON TOUR PRICE	91+ DAYS ±3 months	90-61 DAYS ±3 months	60-31 DAYS ±2 months	30-0 DAYS ±1 month
Good Hope, Southern Cross, Dune Express	10%	25%	50%	100%

GROUPS of 10 or more guests: PAYMENT SCHEDULE AND CANCELLATION POLICY					
TO CONFIRM A BOOKING A NON-REFUNDABLE PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE DEPARTURE	365-246 DAYS ±12 months	245-181 DAYS ±8 months	180-121 DAYS ±6 months	120-61 DAYS ±4 months	60 DAYS ±2 months
Good Hope, Southern Cross, Dune Express	10%	30%		50%	100%
<ul style="list-style-type: none"> • 275 days before departure: the agent/group must provide an allocation sales update and release 20% of the unsold space (if a waitlist persists). • 245 days before departure: the agent/group must release a further 50% of the unsold space (if a waitlist persists). • 180 days before departure: the agent/group must release 100% of the unsold space. 					

RATE INCLUDES

- Accommodation • Breakfast, lunch (*where stated*) and dinner
- Excursions with a qualified tour guide • Entrance fees as per itinerary
- Return transfers to golf courses (*Good Hope only*)
- Tea, coffee and bottled water on board • Government tax.

RATE EXCLUDES

- Lunch off train (*where stated*) • All beverages • Laundry
- Gratuities • Souvenirs • Course fees (*Good Hope only; green fees payable in advance*) • Visas • Travel insurance • Pre- and post-tour accommodation, flights and transfers.

INCLUDED IN OFF-TRAIN ACCOMMODATION

- Accommodation • Meals at the lodges, hotels, clubs or resorts.

EXCLUDED FROM OFF-TRAIN ACCOMMODATION

- All beverages • Laundry • Personal expenses.

CHILDREN We regret Shongololo Express cannot accommodate children under the age of 10. Children over 10 pay the full rate.

PRICES We will do our utmost to keep to the prices that are published. However, if increases are forced on us we reserve the right, prior to confirmation, to amend the tour price.

PASSPORTS & VISAS It is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. Visas available through booking agents; please check with relevant embassies for requirements.

OF SPECIAL NOTE Although certain limited insurances have been arranged, neither Rovos Rail Tours (Pty) Ltd and Shongololo Express, nor its servants, agents or employees, shall be liable for any loss or damage to passengers' luggage or effects. Insofar as one of the tours may include a visit to a game reserve and whilst attacks by wild animals are extremely rare, similarly neither Rovos Rail and Shongololo Express, nor its servants, agents or employees, accept any liability whatsoever for any injury or incidents to passengers or their belongings. The passenger hereby waives any claim which he/she may have against Rovos Rail Tours (Pty) Ltd and Shongololo Express, its servants, agents, employees or subcontractors (all of the aforementioned being collectively referred to as 'Rovos Rail and Shongololo Express') for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the foregoing, consequential loss) arising for any reason of any nature whatever directly or indirectly out of any aspect of the tour including, without limiting the generality of the foregoing, any form of transport used for the purpose of the tour. This waiver shall be binding on the passenger's executors, heirs, trustees and dependants. The passenger records that all the services and facilities provided to the passenger are accepted voluntarily and with full knowledge that they may expose the passenger to injury, danger or loss. The passenger further records that any statement, representation or information given to him/her by Rovos Rail and Shongololo Express shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail and Shongololo Express in respect of any claim that may be made by any third party against it arising out of any claim in respect of which the passenger gives the aforementioned waiver. This agreement shall be governed solely by laws of the Republic of South Africa.

WHETHER THE PASSENGER RETURNS A SIGNED COPY OF THESE CONDITIONS OR NOT, THE CONDITIONS WILL BE DEEMED TO HAVE BEEN ACCEPTED AND WILL BE IN FORCE UPON CONFIRMATION OF THE BOOKING.

I, or the person/s on whose behalf I am making this booking, have read and accepted the conditions above.

Date of Trip:	Route:	Signature:
Name:		