



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 suites, the holding agent/guest will be asked to confirm with a deposit payment (see below) or release the suite.

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). On confirmation of a reservation, our Terms & Conditions will be deemed to have been accepted and will be strictly adhered to.

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 BEFORE	60 DAYS BEFORE	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.
Malawi Meander, African Trilogy, 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	365-91 DAYS BEFORE	90-61 DAYS BEFORE	60-31 DAYS BEFORE	30-0 DAYS BEFORE
Malawi Meander, African Trilogy, Good Hope, Southern Cross, Dune Express	10%	25%	50%	100%

GROUPS of 10 or more guests: PAYMENT SCHEDULE & CANCELLATION POLICY					
TO CONFIRM A BOOKING A NON-REFUNDABLE PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED BEFORE DEPARTURE	365-246 DAYS BEFORE	245-181 DAYS BEFORE	180-121 DAYS BEFORE	120-61 DAYS BEFORE	60 DAYS BEFORE
Malawi Meander, Trilogy, Good Hope, Southern Cross, Dune Express	10%	30%		50%	100%
<ul style="list-style-type: none"> For every 15 paying passengers, the 16th person sharing travels free of charge, confirmed at final invoice 60 days before departure. 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. 					

MAXIMUM TRAIN CAPACITY: 36 cabins/72 guests. We reserve the right to alter this capacity as circumstances require.

MEDICAL: Guests are solely responsible for ensuring they are capable of undertaking the tours. Anti-malarial and Yellow Fever precautions may be required in countries being visited. A Yellow Fever or Medical Exemption Certificate is essential if travelling to/from Tanzania, DRC and Angola. Although all countries travelled through don't require this, countries guests return to after the trip often require them.

PAYMENTS: We are a South African company and reserve the right to charge/refund in ZAR. As legally required, refunds are processed into the same account from which the initial payment was received. **Journeys invoiced in ZAR:** All bank transfers are processed/refunded in ZAR. **Journeys invoiced in USD:** USD bank transfers are processed/refunded in USD. All credit card payments for all journeys are processed/refunded in ZAR. Shongololo Express is not liable for any loss in currency due to rate of exchange fluctuations. There are no refunds for any part of a tour that might be missed due to personal reasons. **Cancellation insurance is compulsory.**

PASSPORTS & VISAS: The onus is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. Passports must have at least five blank VISA pages and must be valid for at least six months from your return-home date. Please enquire with us or check with the relevant embassies in good time. Visas are also available through visa/booking agents.

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 a 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 a 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.

ON CONFIRMATION OF A RESERVATION, OUR TERMS & CONDITIONS WILL BE DEEMED TO HAVE BEEN ACCEPTED AND WILL BE STRICTLY ADHERED TO. Persons completing this form accept and agree to all T&C. Persons completing this form on behalf of others warrant that they have full authority to do so and, on their behalf, accept and agree to all T&C. **CANCELLATION INSURANCE IS COMPULSORY AS THESE FEES WILL NOT BE WAIVED.**

Date of Trip:	Route:	Signature:
Name:		