

ROVOS RAIL

PRETORIA HEAD OFFICE 1 Transnet Ave, Capital Park 0001 • PO Box 2837 Pretoria 0001 South Africa • T: +27 (0) 12 315 8242 F: +27 (0) 12 315 8320
 CAPE TOWN OFFICE 1 Adderley St, Cape Town 8002 • PO Box 50241 Waterfront 8002 South Africa • T: +27 (0) 21 421 4020 F: +27 (0) 21 421 4022
 ST JAMES GUESTHOUSES Manor 108 Main Rd, Seaforth 96 Main Rd, Homestead 1 Ley Rd, Cape Town 7945 • T: +27 (0) 21 788 4543 F: +27 (0) 21 788 9590
 ROVOS RAIL E: reservations@rovos.co.za W: www.rovos.com • ST JAMES E: guesthouses@rovos.co.za W: www.stjamesguesthouses.com



TERMS & CONDITIONS

HOW TO MAKE A PROVISIONAL RESERVATION

Upon **written request** via email or fax and subject to availability, we will **provisionally** book your place on the chosen tour. No deposits are required. 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.

HOW TO CONFIRM YOUR BOOKING

Upon receipt of a **written confirmation** via email or fax and a **completed Reservation Form**, final confirmation details and an invoice will be sent to you. Upon receipt of the **relevant payment**, your booking on the chosen tour will be **confirmed**.

PAYMENT SCHEDULE

- **Individuals and Small Groups – less than 10 guests:** A 25% deposit is required to confirm the reservation. Final payment is due no later than 8 weeks prior to departure.
- **Groups – 10 or more guests**

% A NON-REFUNDABLE DEPOSIT/INCREMENTAL PAYMENT OF THE TOUR PRICE REQUIRED	12 MONTHS OUT -48wks	9 MONTHS OUT -36wks	6 MONTHS OUT -24wks	4 MONTHS OUT -16wks	3 MONTHS OUT -12wks	2 MONTHS OUT -8wks
Cape Town, Victoria Falls, Durban			10%	10%		100%
Golf Safari, African Collage, Namibia, Dar es Salaam		10%	20%	20%		100%

CANCELLATION POLICY *Cancellation insurance is compulsory and will not be waived*

CANCELLATIONS OF CONFIRMED BOOKINGS RECEIVED PRIOR TO DEPARTURE ARE SUBJECT TO A FEE OF THE PER PERSON TOUR PRICE	MORE THAN 12 WEEKS BEFORE	BETWEEN 12 & 8 WEEKS BEFORE	MORE THAN 8 WEEKS BEFORE	BETWEEN 8 & 4 WEEKS BEFORE	WITHIN 4 WEEKS BEFORE
Cape Town, Victoria Falls, Durban			5%	25%	100%
Golf Safari, African Collage, Namibia, Dar es Salaam	10%	25%		50%	100%

RATE INCLUDES

- Three meals daily and all alcoholic and other beverages
- Excursions accompanied by a qualified tour guide
- Entrance fees to places of interest
- 24-hour full room service and bar facilities
- Limited laundry service
- Government tax

RATE EXCLUDES

- Staff gratuities • French Champagne • Off-train beverages

INCLUDED in off-train accommodation on annual journeys:

- Accommodation • Meals at the lodges, hotels, clubs or resorts
- Water and limited wine selection at certain establishments

EXCLUDED from off-train accommodation on annual journeys:

- Off-train beverages (dependent) • Off-train laundry
- Telephone calls • Memorabilia purchases

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.

SCHEDULING TIMES & ROUTES We cannot be held liable for any delays due to trains not running to schedule. Excursions cannot be guaranteed and will only be undertaken if time and circumstances permit. The departure and arrival times are approximate and cannot be guaranteed. We reserve the right to alter our routing any time between departure and arrival points.

OF SPECIAL NOTE Although certain limited insurances have been arranged, neither Rovos Rail Tours (Pty) Ltd, 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, 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, its servants, agents, employees or subcontractors (all of the aforementioned being collectively referred to as 'Rovos Rail') 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 shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail 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:		