

Terms & Conditions

This website was created and maintained with the financial support of the European Union. Its contents are the sole responsibility of Travel for Impact and do not necessarily reflect the views of the European Union.

Travel for Impact (Pty) Ltd. (The Company), possesses all licenses, permits and insurances necessary to conduct business as a tour operator and tour agent in Botswana.

The Role of the Company

The Company acts as an agent / broker in packaging tours and travel arrangements utilizing the products of various travel suppliers. The Company will make every effort and care to engage quality suppliers (among them airlines, hotels, tour operators and other service providers) to ensure that the various services making up the different tours will be carried out efficiently and as specified. The Company does not however have direct control over the provision of services of suppliers and shall not be liable for any loss, damage, injury, additional cost, delay, irregularity that may be occasioned by any error or default, act or omission of any supplier in carrying out the arrangement of any tour or otherwise in connection therewith. All bookings are made on behalf of the Traveler are subject to the supplier's terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers.

Liability

The Company shall not be liable for any loss, damage, or expense of any nature whatever suffered by the client or any traveler arising from the loss of or any damage to any property; the cancellation or curtailment of any tour; sickness, quarantine, weather conditions, war, strikes, riots and/or any other cause of any nature whatever.

The Company and anyone related to the Company shall not be liable for any loss, damage, injury, additional cost, delay, irregularity that may be occasioned by any error or default, act or omission of any supplier in carrying out the arrangement of any tour or otherwise in connection therewith. The Traveler understands that some travel suppliers (experience hosts, shops, etc.) may be uninsured and personally accepts all risks, terms and conditions and limitations of liability imposed by service providers.

Should sickness or accident interrupt a tour, the company shall not be liable for any loss, damage or expense arising there from, and not liable to refund either total or partial of money paid. The company strongly recommends that the client takes out the necessary insurances to protect against any such eventuality.

Travelers shall be solely responsible for complying with the formalities required by police, customs, health and all other authorities at the point of departure, at the destination and whilst in transit.

Complaints

Any claim or dispute which may arise between client and the company including any claim for loss or damage due to injury to person or property shall be resolved by arbitration in accordance with the laws of Botswana. Any such claims need to be brought to the Company's attention immediately, and not more than one week after the end of the trip, so as to allow for a fair opportunity to rectify the situation. Stolen or missing luggage after a flight should be reported directly to the airline before departing from the Airport.

Fares and Prices

All fares and prices quoted are subject to availability. Prices are subject to change until full payment is received and voucher(s) are issued. Prices that are quoted include all taxes and fees unless we advise otherwise.

Late Arrival

Please arrive 15-20 minutes before departure and present yourself to the staff at departure point of your tour. The location of the departure point can be found in the description of the tour and is stated on your booking confirmation. We can not be held responsible for clients showing up late for their tours.

Availability

The travel products and services sold through this site are subject to availability and can be withdrawn without notice. Tour is confirmed when full payment is received.

Important

We request that you carefully check the dates on your voucher and to contact us immediately if these are not correct.

Cancellation Policy

- Customer cancellation less than 24 hours prior to departure date and time or no-show : customer forfeits 100% of the total amount paid
- If the description of the tour notes that the tour requires good weather: if the tour is canceled due to poor weather, you'll be offered a different date or a full refund.
- If the description of the tour notes that the experience requires a minimum number of travelers: If the tour is canceled because the minimum isn't met, you'll be offered a different date/experience or a full refund.
- Taxi or Coach – optional transfer services arranged for alternate pick-up/drop-off locations are charged separately and are non-refundable