



# Feline Fields

OKAVANGO  
BY MANTIS

## TRADING TERMS

- 2023 -

### RATES POLICY

Rates are quoted in USD, nett and non commissionable and on a per person per night sharing basis, inclusive of VAT and any concession and conservation fees. The rates are quoted free of bank charges and should be included by the agent / client when making payment. We reserve the right to review published rates in the event of increases in costs or taxes which are beyond our control.

Acceptance of a quotation from Feline Fields constitutes acceptance of these Terms and Conditions which takes effect immediately.

### INCLUSIONS

All meals, selection of spirits and wines, sparkling wine, non alcoholic beverages and refreshments. Morning, evening and full day game drives. \$30 per person per reservation donated directly to the Feline Fields Trust.

**Khwai Mobile Tented Camp:** Mokoro water safaris and catch and release fishing. Daily walking activities lead by graded walking guides.

**The Lodge:** Specialised walks with the local bushmen tribe, including a translator, interactive visits to the traditional bushmen village, cycling excursions on 'fat bikes', horse riding to suit all levels of riders, bush golf and even tennis. We also offer day trips to the Gwihaba Caves lead by specialised cave guides (minimum 3 nights stay).

### EXCLUSIONS

Selection of hand picked wines, spirits and French champagne. A massage menu is also available at an additional cost.

### BOOKING PROCESS

All quotations and reservations must be made in writing via email. No reservations will be accepted over the telephone, Skype, phone text message, etc. Once received the Feline Fields reservations office will process the request and issue a proforma invoice.

If a booking is not confirmed by email prior to the provisional booking expiry date, the booking will be released automatically in the system without prior notice. All quotations are subject to change based on availability at the time of confirmation.

### INDIVIDUAL PROVISIONAL BOOKINGS, DEPOSITS AND PAYMENTS

Within 14 days from the date of issuing the proforma invoice a 30% deposit payment of the total booking value is due to secure the provisional booking. The balance payment should be received by Feline Fields by no later than 30 days prior to date of service.

Any bookings made within 30 days of travel will require an immediate full payment. Should Feline Fields receive a confirmed reservation request against space being held on a provisional basis we reserve the right to request confirmation payment within 72 hours or release of the held space. Credit card payments will be accepted on condition that an administration fee of 5% is charged on the total amount processed.

### GROUP PROVISIONAL BOOKINGS, DEPOSITS AND PAYMENTS

A booking is qualified as a group should 10 or more full paying guests travel together. Within 21 days from the date of issuing the proforma invoice a 50% deposit payment of the total booking value is due to secure the provisional booking. The balance payment should be received by Feline Fields by no later than 60 days prior to date of service. For cancellations further than 61 days prior to arrival the 50% deposit will be refunded in the form of a credit, valid for one year at the same property. Between 60 days and day of arrival 90% of the full invoice value is charged as a cancellation fee. For every 12 full paying guests in a group one complimentary single room will be made available to accommodate a bonafide tour leader. A maximum of one room will be made available for group site inspections at a rate of Rack less 50% for a maximum of 2 nights per property. This will be credited against a subsequent confirmed group booking.

For any exclusive use bookings a 5% accommodation discount will be applied over and above any special offer used.

### CANCELLATION

All cancellation requests must be made in writing and will only be considered as confirmed upon receipt of a written notification from Feline Fields. For cancellations further than 120 days prior to arrival the 30% deposit will be refunded, excluding bank charges.

Between 119 and 31 days prior to arrival the 30% deposit will be refunded in the form of a credit, valid for one year at the same property. Between 30 days and the day of arrival 90% of the full invoice value is charged as a cancellation fee. Feline Fields reserves the right to appoint recovery agents to act on behalf of them in case of default. The cost and consequences of appointing such recovery agents to recover the defaulted amounts will be for the agent / client's responsibility.

## CHILDREN AND FAMILY

**Khwai Mobile Tented Camp:** We regret that due to the location and setup of our camp only children 8 years and older are allowed. The following rates apply: 8 to 15 years (50% of the adult rate), 16 years and older (Adult rate). We will however make an exception to allow children between 6 and 8 years old should the camp be booked exclusively however it will be subject to managers discretion.

**The Lodge:** Children of all ages are welcome at Feline Fields The Lodge. The following rates apply: 0 to 3 years (FOC), 4 to 15 years (50% of the adult rate), 16 years and older (Adult rate). Children under 14 years are not allowed to stay alone in a room.

## SINGLE OCCUPANCY

No single supplement will be levied for the first 2 rooms in a party at any of our properties for the 2022 and 2023 rate season. From the 3rd room onwards a 50% single supplement will apply.

## VISAS REQUIREMENTS

Visas may be required to enter Botswana. It remains the sole responsibility of the client to have a valid passport, visa, permits, travel documents, vaccinations and fully comply to the current immigration regulations of Botswana. Feline Fields will not accept any responsibility should a client be refused entry due to incorrect or incomplete documentation.

## BAGGAGE

Temporary or permanent loss of baggage is the responsibility of the client or the carrier. It is not the responsibility of Feline Fields and any expense involved in such a loss is entirely the client's or the respective carrier's responsibility.

## COMPLAINTS

Any complaints concerning accommodation, food and beverage, service or any other issues relative to the Lodge or Camp must be reported on site. Following that, any dissatisfaction arising with the handling and resolving of the complaint on site must be lodged in writing to Feline Fields no later than 14 days after the clients' departure.

## FORCE MAJEURE

Force Majeure means, in relation to Feline Fields, any circumstances beyond the reasonable control of Feline Fields related companies (including, but without limitation, acts of God, explosion, floods, fire or accident, war or threat of war, sabotage, insurrection, civil disturbance, requisition, Government intervention, weather conditions or other untoward occurrence). Neither party is liable for the delay or failure to perform any of its obligations under this agreement, in so far as the performance of such obligation is prevented by a force majeure event. Each party shall notify the other party of the occurrence of such a force majeure event and shall use all reasonable endeavours to continue to perform its obligations here in for the duration of such a force majeure event. However, if any such force majeure event prevents a party from performing all its obligations hereunder for more than one (1) month, then the other party may terminate this agreement by notice in writing.

## INSURANCE

All people traveling to Feline Fields Lodges or undertake a tour with us, are required to have comprehensive travel and medical insurance to cover travel cancellation and medical expenses, loss of personal baggage or items. Guests staying in a Feline Fields property are covered under our medical emergency evacuation insurance cover. This insurance covers the immediate evacuation of guests to the nearest suitable medical facility. It is the guest's responsibility to ensure that they have sufficient medical and travel insurance cover in place to cover in-hospital medical expenses and any associated costs once admitted to hospital.

## BANKING DETAILS

All funds should be transferred free of bank charges and no cash payments will be accepted for accommodation. No funds should ever be paid into any other account apart from the below specified. The payment confirmation, including the SWIFT code, should be emailed to [accounts@felinefields.com](mailto:accounts@felinefields.com) with the relevant reservation number as a reference. Payment can be made into the following account:

<b>Account Name:</b>	Feline Fields: Luxurious Kalahari Safari Lodge
<b>Account No:</b>	90 6000 50 44 362
<b>Bank Details:</b>	STANBIC BANK
<b>Branch:</b>	MAUN
<b>Branch Code:</b>	064967
<b>Swift Code:</b>	SBICBWGX

## PHOTOGRAPHY

Feline Fields reserves the right to make use of any photograph or film taken by any of our staff or photographers without payment or permission on any of our tours. Guests who prefer for their images not be used should inform us in writing prior to the tour departure.

**Please sign and return a copy to [info@FelineFields.com](mailto:info@FelineFields.com) to acknowledge and accept the trading terms and conditions:**

Company Name: \_\_\_\_\_

Date: \_\_\_\_\_

Company Representative: \_\_\_\_\_

Signature: \_\_\_\_\_

Designation: \_\_\_\_\_