

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

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 or release the suite. 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

Duration in DAYS = ON the specified amount of days BEFORE the tour's departure date

TO CONFIRM A BOOKING A DEPOSIT PAYMENT OF THE PER PERSON TOUR PRICE IS REQUIRED	Over 275 DAYS ±9 months	275 DAYS ±9 months	120 DAYS ±4 months	Over 60 DAYS ±2 months	60 DAYS ±2 months
Cape Town, Victoria Falls, Durban				25%	100%
Golf Safari, African Collage, Namibia, Dar es Salaam	25%*	25%**	25%***	25%	100%

* Over 275 days before departure: a provisional booking will be held for 21 days after which a 25% deposit is due within 14 days of written confirmation.

** 275 days before departure: a provisional booking will be held for 14 days after which a 25% deposit is due within 14 days of written confirmation.

*** 120 days before departure: a provisional booking will be held for 7 days after which a 25% deposit is due within 14 days of written confirmation.

INDIVIDUALS: CANCELLATION POLICY

CANCELLATION OF A CONFIRMED BOOKING RECEIVED PRIOR TO DEPARTURE IS SUBJECT TO A FEE OF THE PER PERSON TOUR PRICE	Over 90 DAYS ±3 months	90 DAYS ±3 months	60 DAYS ±2 months	30 DAYS ±1 month
Cape Town, Victoria Falls, Durban			25%	100%
Golf Safari, African Collage, Namibia, Dar es Salaam	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	365 DAYS ±12 months	245 DAYS ±8 months	180 DAYS ±6 months	120 DAYS ±4 months	60 DAYS ±2 months
Cape Town, Victoria Falls, Durban			10%	20%	100%
Golf Safari, African Collage, Namibia, Dar es Salaam	10%	30%		50%	100%

• 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.

RATE INCLUDES

- Three meals daily and all alcoholic and other beverages
- Excursions accompanied by a qualified tour guide
- Entrance fees as per itinerary
- 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:		