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## BOOKING POLICY

- Please note that all reservations require a **NON REFUNDABLE 25%** deposit which will secure your booking;
- All balances need to be paid in full **56 Days** prior to the departure date, If not done the below, cancellation policy will be effected.

## CANCELLATION POLICY

The cancellation policy listed below applies to all bookings and ALL cancellations must be submitted in writing by e-mail;

- Cancellation fee will be charged as follows:
  - \* 56 Days or more days notice prior to departure – **non refundable 25% deposit of the total invoice;**
  - \* 55 to 31 Days prior to departure - **50% of the total invoice;**
  - \* 30 to 15 Days prior to departure - **75% of the total invoice;**
  - \* Less than 20 Days notice - **100% of the total invoice.**
- Please note that cancellation fees are calculated based on the date we receive your signed Cancellation Request Form and travel service start date;
- If a tour is scheduled to depart within the next 6 days, we will not change a traveler's departure date and will not offer a refund;
- All cancellations must be made directly with Merubisi Safaris Bookings Office;
- In most cases, reservations paid by wire transfer, cash deposit, or money order / traveler's check / cashier's check will be refunded via bank Transfer or Card Refund. For refunds processed by wire transfer, any associated wire transfer fee will be deducted from the overall refund amount.

## HOW TO CANCEL A RESERVATION

We will process your cancellation/refund request within one to seven business days. We will NOT acknowledge any verbal / over-the-phone request or voice mail.

Verbally speaking with our Bookings Office without filling out a request form will not guarantee that your cancellation has been processed or acknowledged. We will NOT accept email cancellations unless they have a complete, signed, and attached Cancellation Form.

- Cancellation must be made by filling out and signing the Merubisi Safaris Cancellation Request Form. The reason for cancellation of the booking will be much appreciated.
- **Contact Email:** [bookings@merubisi-safaris.com](mailto:bookings@merubisi-safaris.com)

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Request Print Name

Date of Cancellation

Signature



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## CANCELLATION REQUEST FORM

Please sign and date in writing, scan or take a digital picture and email the completed form to:

**[bookings@merubisi-safaris.com](mailto:bookings@merubisi-safaris.com)**

I, \_\_\_\_\_ have authorized Merubisi Safaris to  
cancel my order.

Reservation Number: \_\_\_\_\_

**Original Payment Method (Please Circle One):**

Visa/ Mastercard / Paypal / Wire Transfer / Money Order / Cashier's Check

Name of Credit Card Holder: \_\_\_\_\_

Contact Phone Number and Email Address: \_\_\_\_\_

Last Four Digits of Credit Card Number if Applicable: \_\_\_\_\_

Original Transaction Amount: \_\_\_\_\_

Date of Reservation: \_\_\_\_\_

Tour Name and Departure Date: \_\_\_\_\_

Name(s):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Brief Explanation of Reasons for Cancellation Request:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I have read Cancellation and Refund Policy at attached to this form. I agree that I have read and have  
agreed to all its content before making cancellation request.

Request Print Name

Date of Cancellation

Signature



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## BOOKINGS AGREEMENT

### GENERAL

This contract is entered into between Merubisi Safaris and \_\_\_\_\_  
\_\_\_\_\_ FULL CLIENT'S NAMES

of Passport number: \_\_\_\_\_ Nationality: \_\_\_\_\_

Gender: \_\_\_\_\_ Age: \_\_\_\_\_

who is acting on behalf of all persons booked for this safari.

Total number of people travelling: \_\_\_\_\_

Trip commences on: \_\_\_\_\_

and ends on: \_\_\_\_\_

Payment responsibility for all arrangements of all parties partaking on the trip lies entirely on the individual signing this contract. Any amendments by the undersigned pertaining to the trip, should be communicated with Merubisi Safaris in advance and final approval lies with Merubisi Safaris.

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### GUARANTEES

- Your online purchase does not automatically guarantee a reservation;
- Your purchase will be confirmed via email within one to two business days;
- The cancellation fee policy will take effect once you submit your reservation;
- If your purchase cannot be confirmed for any reason, we will fully refund your purchase without any additional charges;
- We recommend each customer read and review the cancellation policy and consider purchasing a Travel Insurance Policy.

### WHAT CAN BE REFUNDED

- Some tours may require a minimum number of travelers to operate. The affected traveler will be fully refunded or may choose a similar tour product as a substitute. Should this occur, it would be under very rare circumstances;
- Please note that the product substitute chosen by the traveler may be more expensive than the original product and therefore may be subject to an additional cost;
- Any additional refunds based on extenuating circumstances will depend on the individual tour operator.

### WHAT CAN NOT BE REFUNDED

- All hotel and tour schedules are arranged ahead of time. Any person failing to appear on the day of departure will not be refunded.
- No refund will be given for any portions of the tour unused by the traveler after tour departure regardless of circumstances.



### MINIMUM NUMBER OF PEOPLE PER TRIP

- Below means that should there be less people per trip than stipulated, the person/people embarking on the trip should pay the total of minimum allowed per trip.
- A minimum of four (4) people per each mobile camping safari
- A minimum of two (2) people per each activity (walking safaris, game drive, boat cruise, day trips and transfers)
- A private safari is possible if there are (4) guest book and reserve the trip as private.

### CHILDREN'S POLICY

- Regret no children less than 6 years of age. Children aged between 8 and 14 years, sharing the accommodation with their parents, will be charged 50% of the tariff with a maximum of one child per suite;
- Children occupying their own suite will be charged according to the full per person sharing rate;
- The above is subject to availability.

### CONFIDENTIALITY

Subject to statutory constraints or compliance with an order of court, Merubisi Safaris undertakes to deal with all Client Information of a personal nature on a strictly confidential basis.

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Request Print Name

Date, Place

Signature