



RESERVATIONS, PAYMENTS & CANCELLATION TERMS & CONDITIONS

RESERVATIONS AND PAYMENTS

Reservations are made through our reservations office reservations@termitemound.com or on the website booking platform.

Provisional reservations will be held for a period of 7 days from the date of quotation, after which time acceptance of the quotation would be required.

If the quotation surpasses the 7-day time period, the provisional booking will automatically be cancelled.

Once the quote is accepted an invoice is issued and a 50% deposit of the total reservation value is required in order to confirm your reservation.

A booking made within 45 days of commencement is payable in full.

If the payment of the invoice surpasses the 7-day time period, the provisional booking will automatically be cancelled.

The reservation will only be considered as confirmed by our office on receipt of the deposit.

The balance of the invoice is to be paid 45 days prior to the guest's arrival.

By confirming your booking with a deposit, you are accepting that you have read, understood and accepted our Standard Terms and Conditions.

CANCELLATIONS

All cancellation requests should be made in writing and will only be deemed received upon written acknowledgement.

Cancellations by the client will be subject to the following penalties

61 days or more prior to commencement: forfeit 20% of the deposit paid.

30 to 60 days prior to commencement: forfeit 50% of the deposit paid.

30 to 15 days or less prior to commencement: forfeit 75% of the deposit paid.

No refunds for late cancellations beyond our control, no matter what the reason.

The cancellation policy applies should you fail to arrive on the reserved date, start your trip late, or leave before completion of your booking for any reason. This includes airline delays or missed connections for whatever reason.

Cancellation by The Termite Mound will result in a full refund of the deposit.

INSURANCE

Comprehensive travel insurance covering cancellation, curtailment, medical emergency travel and personal accident is compulsory by all guests and details The Termite Mound Guesthouse cannot be held liable for any costs incurred due to situations beyond our control.

RATES

Rates are based on current rates of exchange, tariffs and taxes as of 1 April 2025. We reserve the right to increase the rates to cover any increase in taxes, fuel tariffs or fluctuations in foreign exchange markets without prior notice.

WILDLIFE AREA

The Termite Mound Guest House is situated in a wildlife area where wildlife roams freely. Guests understand this and agree to take all necessary precautions to ensure their own safety and the safety of their belongings.

The Termite Mound Guesthouse cannot be held liable for any injury, damage or loss to person or their belongings due to situations beyond our control.



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By confirming your booking, you are accepting that you have read, understood and accepted our Reservations, Payments & Cancellation Terms and Conditions. The Termite Mound Guesthouse cannot be held liable for any accident, injury or damage incurred to person/s and / or their belongings whilst on the property, due situations beyond our control.

The Termite Mound Guesthouse (PTY) Ltd Bank details

BWP ACCOUNT

Bank: First National Bank of Botswana
Branch: Maun, Botswana
Branch Number: 282367
Account Name: The Termite Mound Guesthouse
Account Number 63005684394

USD ACCOUNT

Bank: First National Bank of Botswana
Branch: Maun, Botswana
Branch Number: 282367
Account Name: The Termite Mound Guesthouse
Account Number 63022142614

The Termite Mound Guesthouse (PTY) Ltd contact details

Tel: (+267) 71451088
Po Box HA143HAK, Maun, Botswana
E-mail: reservations@termitemound.com
www.termitemound.com