



## **RESERVATIONS, PAYMENTS & CANCELLATION TERMS & CONDITIONS**

### **RESERVATIONS AND PAYMENTS**

Reservations are made through our reservations office [reservations@termitemound.com](mailto:reservations@termitemound.com) or on the website booking platform.

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

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

Once the proforma invoice is accepted a 50% deposit of the total proforma invoice value is required in order to confirm your reservation. This can be paid directly into our bank account (USD or BWP) or via our online payment partner DPO.

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

### **ALL BOOKINGS ARE PROVISIONAL UNTIL RECEIPT OF THE 50% DEPOSIT**

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

The balance of the proforma invoice is to be paid 30 days prior to the guests arrival.

By confirming your booking with a deposit, you are accepting that you have read, understood and accepted our Standard Terms and Conditions, available at [www.termitemound.com](http://www.termitemound.com).

### **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.

31 to 60 days prior to commencement: forfeit 75% of the deposit paid.

30 days or less prior to commencement: forfeit 100% of the deposit paid.

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

The cancellation policy applies should guest/s fail to arrive on the reserved date, start the trip late, or leave before completion of their 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 for all guests and 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



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belongings due to situations beyond our control.

By confirming your booking through the payment of the deposit / full payment, you are accepting that you have read, understood and accepted our Reservations, Payments & Cancellation Terms and Conditions. The Termite Mound Guesthouse (PTY) Ltd (Termite Villa and Termite Tented) 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  
WhatsApp: (+267) 71451088  
Po Box HA143HAK, Maun, Botswana  
E-mail: [reservations@termitemound.com](mailto:reservations@termitemound.com)  
[www.termitemound.com](http://www.termitemound.com)