

Amendment fee costs

A P100 fee applies every time a booking is changed. This will include but will not be limited to the following examples.

1. The date of arrival or departure.
2. The amount of people. When children are not correctly identified by their ages at the time of arrival. Agents who does not include the support staff and the agents themselves. Everybody needs to be mentioned, including infants.
3. The type of accommodation.
4. Should you postpone your booking due to your work or family obligations, an amendment fee will be added.
5. Should you postpone your booking due to travel bans or restrictions, then we will not be adding the amendment fee. But once you reinstated your booking (once you have new dates within the time frame) and any changes are done, then we will be charging an amendment fee
6. Should these changes be done on arrival then the fee will be added to the booking and you or your guest will be liable for the payment of these fees.

When will the fee be waived?

1. On arrival if the client *upgrades* from a campsite to a chalet.
2. When you wish to extend your stay.
3. Postponement due to travel restrictions such as border closures or flight cancellations with immediate effects on your travel plans.
4. If the change is due to a mistake we made.

Cancellation

1. Cancellation exceeding the one (1) calendar month before the arrival date will still have the 50% Non-refundable deposit. If full payment was received, the balance (after the 50% was deducted) will be refunded.
2. Where bookings are amended and the total price of the new booking is lower than the original booking and then later cancelled, the 50% non-refundable deposit will be from the original booking, not the amended one.
3. No-shows or amending the booking on arrival will have no refunds.

Postponements

If you need to postpone then we will do it for you, keeping in mind the following:

1. You cannot postpone a booking less than one (1) calendar month before arrival, unless it is due to border closures or flight cancellations which has immediate effects on your travel plans. If flights were cancelled and you do not inform us immediately, then no postponements will be done.
2. The new travel date must take place within six (6) months of the original travel date.
3. The new date is subject to availability.
4. You will keep your current booking reference number and we will merely reactivate your booking by inserting the new dates.
5. The rate of the new dates will be used.
6. Should there be a change in rate of conversion for BWP to ZAR due to e.g. devaluation etc before the time of your new booking dates this too could be a slight additional cost. Currently the set rate is 1.3 for ZAR conversion, then the amount allocated will work on the new rates on our system, e.g. where currently BWP400 is now ZAR520, the new rate will be used e.g. should it change to 1.4 then $BWP500 \times 1.4 = R700.00$ 1.4 just being for the purpose of example – this may not in fact even happen.
7. We will not issue credit notes. The funds are not transferable – they will be used for your current booking number only; in other words your booking will remain and the dates revised.
8. In the event of you deciding to cancel your booking outright then the normal cancellation policy will be implemented.
9. Should you postpone the booking and then at a later stage cancel, then all funds paid will be forfeited

Refunds

1. No refunds will be given if the booking is cancelled less than one (1) calendar month before the scheduled arrival date.
2. No refunds will be given on the 50% deposit which is needed to secure the booking.
3. Where bookings are amended and the total price of the new booking is lower than the original booking no refunds will be given.
4. No refunds will be given on any booking after the travel date has commenced
5. No refunds will be given on any unused booking (you did not show up)
6. No refunds will be given if you have checked in and decided not to complete your stay, for any reason.

How to change your booking

Bookings made via Email with Senyati Safari Camp

Once you have a booking, you can change your booking by emailing us. Bookings cannot be changed once the travel date has commenced. If you have already checked-in or have completed part of your booking and now wish to amend your stay please ask for assistance at the office.

Bookings made via an Agent

Bookings made via a travel agent, tour operator, or a web site other than www.senyati.com cannot be changed with us. You should contact your own agent.