
Terms & Conditions & Insurance

Okavango

Booking Terms

1. CNH Tours, through its local partner (Liquid Giraffe) acts as a booking agent for hotels, airlines, air charters, bus companies, ground transportation, boat purveyors or owners, and other independent contractors providing accommodation, transportation, and/or other services. Each of these companies is an independent business with its own management and is not subject to the control of CNH Tours / Liquid Giraffe. CNH Tours through Liquid Giraffe has carried out its due diligence in ensuring that these service providers are fully accredited / respect national regulatory frameworks, and it may not be held liable for any errors or omissions on the part of these third party service providers.
2. The transportation, accommodations and other services provided by the ground operators are offered subject to the terms and conditions contained in the tickets, exchange orders or vouchers issued by them and/or their suppliers. As CNH Tours / Liquid Giraffe does not have the right to control the operations of the independent operators and their suppliers, it cannot be liable for any personal injury or property damage which may arise out of these services.

Payments

1. Your trip is booked and confirmed on a first come, first served bases only on receipt of a 25% non-refundable deposit. There shall be no binding contract until the deposit has been received by CNH Tours. Failure to remit your advance payment on time will result in an automatic change of status of any confirmed space to a provisional basis;
2. Unless alternative arrangements are made, the balance is due no later than ninety (90) days prior to commencement of the trip. If the balance has not been received by this date, CNH Tours shall be entitled to treat the reservation as cancelled, and consequently to forfeit such part of the advance payment as determined solely by CNH Tours;
3. CNH Tours will not provide tickets, coupons, vouchers or documents until full payment has been received;
4. Payments for services will be made by cheque, electronic bank transfer or credit card. A charge fee of 3.6% will be applied to credit card payments to cover the transaction cost.



Cancellation and Refunds

1. Any cancellation of a booking must be in writing (email is accepted) and shall only be effective upon its acknowledged receipt by CNH Tours;
2. The deposit is non-refundable. Any payment on the balance is refundable up to 90 days prior to trip commencement, after which point it will be non-refundable.
3. Any request to amend or change a booking once it has been confirmed may be accommodated subject to space availability;
4. No refunds are given (1) for lost travel time or substitution of facilities, (2) for itineraries amended after departure, (3) for circumstances arising beyond CNH Tours / Liquid Giraffe's control, necessitating alternative arrangements being made to ensure the safety and/or further participation and enjoyment of your safari, (4) if you do not appear for any accommodation, service, sightseeing or trip segment, or (5) if you leave your safari after it has begun, or miss any scheduled sightseeing, activities, meals or accommodations

Insurance

For your safety and general protection, we require that all guests have travel and medical insurance. We strongly recommend that you obtain the following types of insurance, which are commercially available:

- Medical care
- Emergency medical evacuation
- Loss of personal effects
- Trip cancellation / interruption

We will require proof of insurance to be submitted before your invoice balance is due. CNH Tours does not sell travel insurance.

COVID/Force Majeure

Testing / vaccination requirements may be in effect for this trip. CNH Tours cannot guarantee what kinds of national entry requirements will be in place when you embark on the trip. We strongly recommend that you be prepared to be tested at your expense for border crossings, and that you get vaccinated to reduce the chances of any problems. CNH Tours cannot be held liable for any disruptions to the trip due to COVID-related problems, or for any other such force majeure situations. Should the trip be disrupted or need to be cancelled, CNH Tours will do all it can to ensure your investments is protected, but cannot make any guarantees.