



MOSES ADVENTURES TERMS AND CONDITIONS

PAYMENT TERMS

1. Bookings made less than 30 days prior to travel date - full payment is required within 48 hours of confirmation.
2. Bookings made more than 30 days prior - 25% is due within 48 hours of confirmation and the balance is due 60 days prior to departure date.
3. Provisional bookings will automatically be cancelled 5 days from date of request. Confirmations of provisional bookings must be made in writing and a 25% deposit payment must be done as per points 1 and 2 in order to secure the booking.
4. Proof of payment must be sent to the agent who is handling the booking.
5. Payments are in USD - either Cash, Nostro, or to the Moses Adventures DPO account.

CANCELLATION POLICY

1. Cancellation of booking after deposit has been paid will result in the deposit being forfeited.
2. Cancellation of all or part of the safari after balance has been paid and within 90 days of travel will incur a penalty of 50% of the safari cost.
3. Cancellation of all or part of the safari after balance has been paid and within 45 days of travel will incur a penalty of 75% of the safari cost.
4. Cancellation of all or part of the safari after balance has been paid and within 30 days of travel will incur a penalty of 100% of the safari cost.

GENERAL

1. We strongly recommend purchasing comprehensive travel insurance at the time of your deposit payment, including a cancellation clause for any reason. Please inform us of the details of your insurance policy. Moses Adventures has partnered with ACE Air and Ambulance to provide remote rescue services via road, water, and air if needed while you are in Zimbabwe.
2. Please keep all personal belongings, especially valuable items, with you at all times. Moses Adventures cannot be held responsible for items that are misplaced, left behind at a camp, or stolen. If belongings are left at a camp, we will make every effort to return them promptly; however, any associated communication, air charter, or freight costs will be your responsibility.
3. The roads and terrain in Africa, particularly during safari activities, can be challenging. As such, Moses Adventures, its employees, and the camps and facilities used are not liable for any injuries or damage to equipment that may occur.
4. Safari locations in Zimbabwe are often remote and include exposure to dangerous animals, harsh terrain, and severe weather conditions. Consequently, Moses Adventures, its employees, and the associated camps and facilities will not be liable for any injuries, loss of life, or damage that may occur during or after your travel arrangements.
5. While we strive to ensure that your travel arrangements proceed as planned, Moses Adventures and the camps and facilities we utilize reserve the right to modify, cancel, or change travel arrangements at any time without prior consent or approval if deemed necessary for safety, enjoyment, or practical reasons for the benefit of all guests.
6. It is your responsibility to ensure that all travel documents, including plane tickets, passports, visas, and vaccination certificates, are accurate and valid for your destinations. Any adjustments required due to incorrect documentation will be at your expense.

By making a deposit and final payment, you acknowledge and accept the terms and conditions outlined by Moses Adventures and the associated camps and facilities. Consequently, you agree not to hold liable any individual or organization for changes, cancellations, property damage, injury, death, or unforeseen occurrences, including those resulting from negligence by our staff or any affiliated companies. You hereby indemnify all mentioned organizations and individuals against any such claims.

your guide through the wilderness

7 Thames Road, Vainona, Harare. Cell: +263 (0) 774 111 061
Email: bookings@moses-adventures.com. Website: www.moses-adventures.com
Directors: David Lawson & Michelle Lawson