

SENYATI SAFARI CAMP

Payment Policy

At Senyati Safari Camp, we aim to make the reservation and payment process straightforward and transparent.

1. Deposit Requirements

A **50% non-refundable deposit** of the total reservation value is required to secure your reservation.

The deposit must be paid within the timeframe specified in your booking confirmation.

Your reservation is only confirmed once the required deposit has been received and written confirmation has been issued by Senyati Safari Camp.

2. Balance Payment

For payments made by **EFT**, the outstanding balance must be settled no later than **14 days before arrival**, unless otherwise agreed with management.

Guests may alternatively settle their outstanding balance by **card at reception on arrival**.

Cash payments are not accepted at Senyati Safari Camp.

For bookings made within 14 days of arrival, full payment may be required at the time of booking.

3. Accepted Payment Methods

Payment may be made by EFT or by card at reception on arrival, where applicable.

Guests are responsible for ensuring that payments are made using the correct banking or payment details provided by Senyati Safari Camp.

Senyati Safari Camp will not be responsible for payments made to fraudulent or unauthorised accounts. Guests are advised to verify any unexpected changes to banking details directly with the camp before making payment.

4. Currency and Bank Charges

Accommodation rates and invoices are issued in Botswana Pula (BWP), unless otherwise stated at the time of booking.

Any bank charges, international transfer fees or transaction costs incurred during payment are for the guest's account.

The full invoiced amount must be received by Senyati Safari Camp.

5. Outstanding Payments

Where payment is not received by the agreed deadline, Senyati Safari Camp reserves the right to cancel the reservation after reasonable notice.

Any cancellation resulting from non-payment will be subject to the Cancellation, Amendments & Postponements Policy.

6. Additional Charges

Additional services, activities, meals or incidental expenses not included in the original reservation will be charged separately.

All outstanding accounts must be settled before departure.

7. Refunds

Approved refunds will be processed using the original payment method wherever possible.

Processing times may vary depending on the payment provider or banking institution.

Any applicable non-refundable deposits, cancellation fees or other charges will be deducted in accordance with the Cancellation, Amendments & Postponements Policy.