

SENYATI SAFARI CAMP

Terms & Conditions

Welcome to Senyati Safari Camp. These Terms & Conditions set out the responsibilities and expectations associated with making a reservation and staying at Senyati Safari Camp.

By making a reservation, guests acknowledge that they have read, understood and accepted these Terms & Conditions.

1. Booking Confirmation

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

Please ensure that your booking details, including arrival date, departure date, number of guests and contact information, are correct.

Special requests are subject to availability and cannot be guaranteed unless confirmed in writing.

The full name and surname of the main guest must be provided when making a reservation. Guests over 12 years of age are classified as adults.

2. Accommodation

Senyati Safari Camp offers self-catering accommodation and campsites. Additional services such as laundry, transport and tours may be available on request.

Specific campsites or chalets cannot be guaranteed. Accommodation is allocated according to availability at the time of booking, on a first-come, first-served basis. Senyati Safari Camp reserves the right to confirm the allocated site or chalet number on arrival.

Guests may not exceed the number of people included in the confirmed reservation without prior arrangement with reception.

Guests are expected to respect the accommodation, facilities and surrounding environment. Guests are liable for any loss or damage to Senyati Safari Camp property, excluding reasonable wear and tear.

3. Check-in and Check-out

Check-in: 14:00 to 20:00

Check-out: 10:00

Early arrival and late departure are subject to availability and prior arrangement with management. Late check-outs may incur an additional charge.

No check-in will be permitted after 21:00 unless prior arrangements have been made.

Guests are requested to advise Senyati Safari Camp of any significant changes to their expected arrival time.

4. Camp Rules

To maintain a safe and enjoyable environment for all guests:

- Guests must respect other guests and keep noise to a minimum.
- No music is permitted anywhere at Senyati, including campsites, chalets and the swimming pool.
- Excessive noise and disruptive behaviour are not permitted.
- Quiet hours apply after 21:30.
- Smoking is only permitted in designated areas and is not permitted inside chalets.
- No pets are allowed unless arranged with management in advance.
- Fires may only be made in designated fire pits or braai areas.
- Cutting or damaging trees or branches is strictly prohibited.
- Guests must follow all instructions issued by camp management and staff.
- Senyati Safari Camp reserves the right to address or terminate the stay of any person whose conduct compromises the safety, comfort or enjoyment of other guests, without refund.

5. Children and Wildlife Safety

Senyati Safari Camp is situated in a natural wildlife environment which is not fenced in. Children must be supervised by a parent or responsible adult at all times.

The deck is a wildlife viewing area and is not a play area. The waterhole and the fields in front of and alongside the camp are strictly out of bounds for children.

Children may only enter the photographic hide when accompanied by a parent or guardian.

Children must not chase, disturb or harm birds, wildlife or any other living creatures on the premises.

Guests must never approach, feed, touch or disturb wild animals. Although animals at the waterhole may appear tame, they are wild animals and are not pets.

Guests should remain within designated safe areas and should not walk around camp after dark unless permitted or accompanied by camp staff.

6. Photographic Hide and Waterhole

The photographic hide and waterhole are important features of the Senyati experience.

Guests must follow all safety instructions and use these areas responsibly.

No loud noises, smoking, drinking or eating are permitted inside the photographic hide.

Running or behaviour that may disturb wildlife or other visitors should be avoided.

Access to the photographic hide or waterhole viewing areas may be restricted when required for maintenance, safety or operational reasons.

7. Bar and Cooking Facilities

Senyati Safari Camp has a licensed bar. Guests may not bring their own drinks into the bar or deck area.

Chalets are equipped with microwave ovens and induction cooking plates. No conventional oven facilities are provided.

8. Wi-Fi

Complimentary Wi-Fi is available at the Deck/Bar.

Senyati Safari Camp cannot guarantee connection speed, uninterrupted service or compatibility with individual devices or software.

9. Activities and Excursions

Activities arranged through Senyati Safari Camp, including safari drives, Chobe River cruises and excursions to Victoria Falls, are subject to availability, weather conditions and the relevant service provider.

Some activities carry additional costs.

All activity fees exclude Chobe National Park fees.

Guests are responsible for ensuring that they have the valid travel documents, visas and permits required for cross-border travel.

10. Facilities and Services

Every effort is made to maintain the camp's facilities and services. However, occasional interruptions to electricity, water, sewage, Wi-Fi or other services may occur.

Management reserves the right to temporarily restrict access to facilities where required for maintenance, safety or operational reasons.

Guests are requested to report any faults, damage or issues with their accommodation as soon as possible so that Senyati can assist with repairs or alternative arrangements where possible.

11. Personal Belongings and Liability

Guests remain responsible for their own safety and security and for their personal belongings and valuables throughout their stay.

Senyati Safari Camp cannot accept responsibility for loss, theft or damage to personal belongings, vehicles or other personal property, except where liability cannot legally be excluded.

Guests acknowledge that Senyati operates within a natural bush environment and that wildlife encounters and outdoor activities carry inherent risks.

Nothing in these Terms & Conditions excludes or limits liability where such exclusion or limitation is prohibited by applicable law.

12. Access and Maintenance

Senyati Safari Camp reserves the right to enter accommodation at reasonable times for inspection, maintenance, repairs or other operational requirements.

13. Circumstances Beyond Our Control

Senyati Safari Camp cannot be held responsible for circumstances beyond its reasonable control that prevent or affect the delivery of services.

These may include severe weather, natural disasters, fire, flooding, road closures, government restrictions, civil unrest, industrial action or unexpected interruptions to electricity, water or sewage services.

Where possible, guests will be notified of any necessary changes or disruptions.

14. Governing Law

These Terms & Conditions are governed by the laws of the Republic of Botswana.