

THE RAKOPS RIVER LODGE TERMS and CONDITIONS

About us

The Rakops River Lodge is a family owned lodge situated in Boteti Central Botswana, overlooking the Boteti River with all your needs in one place to explore the Central Kalahari Game Reserve, Makgadikgadi Game Reserve and the Boteti region. Conveniently located 10km outside the Rakops Village

We offer single, double and family accommodation as well as a fully licensed restaurant. We provide the following activities; Cycling, fishing (during fishing season only) and walking. Game drives into the Central Kalahari Game Reserve and the Makgadikgadi Game Park will be offered from February 2016.

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Our Rights

We reserve the right to:

1. Modify or withdraw, temporarily or permanently, the Website (or any part of) with or without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the Website; and/or
2. Change these Conditions from time to time, and your continued use of the Website (or any part of) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the Conditions have been changed. If you do not agree to any change to the Conditions then you must immediately stop using the Website.
3. We will use our reasonable endeavours to maintain the Website. The Website is subject to change from time to time. You will not be eligible for any compensation because you cannot use any part of the Website or because of a failure, suspension or withdrawal of all or part of the Website due to circumstances beyond our control.

Privacy Policy

We are committed to protecting your privacy. This privacy policy applies to all the web pages related to this website. All the information gathered in the online forms on the website is used to personally identify users that subscribe to this service. The information will not be used for anything other than which is stated in the Terms

&Conditions of use for this service. None of the information will be sold or made available to anyone. The Site may collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the Site; the pages that you access while at the Site and the Internet address of the Web site from which you linked directly to our site. This information is used to help improve the Site, analyze trends, and administer the Site.

We may need to change this policy from time to time in order to address new issues and reflect changes on our site. We will post those changes here so that you will always know what information we gather, how we might use that information, and whether we will disclose that information to anyone. Please refer back to this policy regularly. If you have any questions or concerns about our privacy policy, please send us E-mail.

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The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customize the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

Third Party Links

In an attempt to provide increased value to our Users, we may provide links to other websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content (including misrepresentative or defamatory content) of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external sites or resources.

Room availability

All rooms are subject to confirmation of availability. Should we have room availability, we shall notify you as soon as possible.

In the unlikely event that we cannot accommodate you due to reasons beyond our control on our end, we will contact you immediately via email and provide you with a solution.

Reservations Policy

A minimum deposit of 50 % will secure your booking, Cancellations made 90 days in advance - 70% of payment paid, 89 - 30 days in advance- 50% of payment paid. Cancellations made less than 30 days in advance- no refund of payment paid. Applicable to full or part cancellations.

When you click to make a reservation with us legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms & conditions. You must not make any reservations through this site unless you

understand and agree all our terms and conditions. Once payment is made and the room is confirmed, it is deemed that you have read and understood the terms and conditions for such purchase. If you have any queries please contact us before making any bookings@rakopsriverlodge.comfor any service through this website.

Cancellation Policy

Cancellations made 90 days in advance - 70% of payment paid, 89- 30 days in advance- 50% of payment paid. Cancellations made less than 30 days in advance- no refund of payment paid. Applicable to full or part cancellations.

Disclosure of outlet country at time of payment

Example:

FNB
Botswana



Payment Options and Pricing

All transactions will be processed in Botswana Pula (BWP).

Rakops River Lodge reserves the right to change pricing at any time without prior notice.

Credit Card

We accept MasterCard and Visa credit cards. If you do not have a credit card please utilize one of the other payment options, or simply log off and return to the site at a later time to complete your reservation.

EFT (Electronic Fund Transfer)

One of the most widely used ways of sending money online. Once you have added enough items to your shopping cart, proceed to "Checkout" and follow the order processing instructions. Select the option to pay via EFT. You will then have to load Rakops River Lodge as a beneficiary on your Internet banking and use the unique order number in the reference line for your payment. This should ensure speedy processing and delivery of your selected products.

Banking Details:

Bank: **FIRST NATIONAL BANK**

Account Name: **Rakops River Lodge**

Branch: **Kgaleview.**

Branch Code: **284567**

Account No.: **62367916479**

Account Type: **CURRENT**

SWIFT CODE FNBB: **FIRNBWGX**

Direct Deposit

You may pay for your reservation through a direct deposit. It's exactly the same, as doing an EFT payment, except you'll have to go into your bank and physically make your direct deposit there. Please scan and email or fax through your deposit slip to us on (267) 393 6939 to ensure your payment is confirmed and order shipped as quickly as possible.

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Branch Code: **284567**

Account No.: **62367916479**

Account Type: **CURRENT**

SWIFT CODE FNBB: **FIRNBWGX**

For more information about how to make a reservation, special order requirements and other payment options, please contact our Reservations Team on (267) 7143 4129 or (267) 7322 3852 or email bookings@rakopsriverlodge.com

Security Policy

- 1 Virtual Card Services process all credit card transactions. All credit card transactions are 128 bit Secure Socket Layers (SSL) encrypted. The company registration documents and the site's registered domain name are checked and verified by Thawte, ensuring the cardholder and merchant that nobody can impersonate VCS to obtain confidential information.
- 2 Virtual Card Services is committed to providing secure online services. All encryption complies with international standards. Encryption is used to protect the transmission of personal information when completing online transactions. Virtual Card Services Internet servers are protected by firewalls and intrusion detection systems.
- 3 The Merchant does not have access to credit details.
- 4 Virtual Card Services continually reviews and enhances its security in line with technological changes.

Monitoring

We have the right, but not the obligation, to monitor any activity and content associated with the Website. We may investigate any reported violation of these Conditions or complaints and take any action that we deem appropriate (which may include, but is not limited to, issuing warnings, suspending, terminating or attaching conditions to your access and/or removing any materials from the Website).

Law

The Conditions will be exclusively governed by and construed in accordance with the laws of BOTSWANA whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

Updating of these Terms and Conditions

We reserve the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions at the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

Consent

I understand that all the designs and trademarks are registered to Rakops River Lodge and hereby accept the terms and conditions. I undertake not to copy/duplicate the trademarks and designs directly or indirectly in anyway and understand the legal implications thereof. Should I be found to be in violation of this agreement I understand that I will be held liable for all legal costs incurred by Rakops River Lodge for any civil action or any legal action deemed necessary against me.

Contact Details

Physical address: 10kmOff B300 Rakops - Maun Road, Rakops.
Botswana

Postal address:P O BOX 395, RAKOPS.Botswana

Email address: bookings@rakopsriverlodge.com

Phone numbers: (267) 7143 4129 / (267) 7322 3852

Fax number: (267) 393 6939