

First One Adventures Group Booking Policy

1. Booking Deposit

A booking deposit of 25% of the total quote is due within 24 hours of accepting the quote for bookings made more than 3 weeks prior to the first day of the camp/ tour. Otherwise a 50% deposit is required.

2. Final Payment

Final payment for the booking is required 10 days prior to the first day or departure on tour.

3. Cancellation of a camp (by First One Adventures):

The right to cancel any tour is reserved by First One Adventures, in which event all payments made to First One Adventures and / or our agents will be refunded in full.

4. Cancellation of a camp (by a client):

The cancellation of a tour must be done in writing to First One Adventures. Refunds will be done as below, in the event that a client might cancel his / her / their booked tour with First One Adventures:

- 0-2 Weeks prior to tour departure: No refund will be given to the client / clients.
- 15 to 30 days prior to tour departure: 50% refund will be given to the client / clients, less 10% deposit paid on booking.
- 31 + Days prior to tour departure: A full refund will be given to the client / clients, less 10% deposit paid on booking.

4. Cancellation of activities (by a local operator or sub-operator):

First One Adventures do use local operators and sub-operators in Botswana and Zimbabwe where entering national parks, in order to comply with the tourism laws of these countries. First One Adventures does not have any control over the managing and operations of these local operators. Therefore First One Adventures will refund clients the price of any activity that is included in the First One Adventures tour price that might be cancelled by a sub-operator who is operating the activity.

First One Adventures will not entertain refunds for loss of enjoyment where activities operated by sub-operators and not by First One Adventures, have been cancelled by the sub-operator or when a client was unhappy with the product and service thereof. However First One Adventures will do everything possible to find an alternative sub-operator to operate the cancelled activity.

5. Malaria:

All clients doing a tour to Kruger National Park, Botswana, Zimbabwe, Zambia and Mozambique, or any other malaria area with First One Adventures, or a First One Adventures sub-contractor must take a course of malaria prophylactics as prescribed by a doctor. An insect repellent is also recommended.

6. Insurance:

Each client who booked a tour with First One Adventures must have personal comprehensive travel insurance covering cancellation, curtailment, medical, emergency trail and personal Accident.

7. Visas:

Visas are excluded from any and all tour prices. It is the responsibility of each client to make sure if he/ she needs a visa for the countries visited while on tour, and if he / she must apply for the visa in advance, or if he / she can obtain the visa at the border post when entering the country or countries. First One Adventures will not provide any further transport, assistance or alternative arrangements to any client who cannot enter a country because of not having the correct visas required. Botswana do not issue visas at border posts, which means that clients must apply for Botswana visas in advance, if needed.

Many nationals can obtain visas for Zimbabwe at the border post when entering the country. It still remains the responsibility of the client to ensure. See www.projectvisa.com(opens in new Tab) for detailed visa information.