

RESERVATION FORM FOR ROVOS RAIL

Please complete the form below and fax it back to us on +27 86 55 44 241 or submit it via email to: info@rcim.co.za. Having received your reservation request we will book your travel services and then confirm them to you on a detailed itinerary and invoice with payment instructions. Travel documents will be issued once all outstanding payments are settled.

CONTACT PERSON FOR THIS RESERVATION:

Title: _____ First Name: _____ Last Name: _____ Country: _____

Address: _____

E-Mail: _____ Contact Phone: _____

Agency (if applicable): _____ Agency Reg. Nr.: _____

ROUTE REQUIRED:

ROVOS RAIL FROM: _____ TO: _____ DEPARTURE DATE: _____

LIST ADDITIONAL TRAVEL SERVICES (WE ALSO BOOK HOTELS, CARS, SAFARIS, TOURS):

NUMBER AND TYPE OF SUITES YOU WOULD LIKE TO BOOK:

- 1) Pullman Suite Double Bed: ____ (number) of Suite(s) with double bed (1.89m x 1.50m) with shower
- 2) Pullman Suite Bunk Beds: ____ (number) of Suite(s) Lower Bed (1.89m x 0.90m) Upper Bed (1.89m x 0.60m) with shower
- 3) Deluxe Suite Double Bed: ____ (number) of Suite(s) with double bed (1.89m x 1.89m / or 1.6m crosswise) with shower
- 4) Deluxe Suite Twin Beds: ____ (number) of Suite(s) with twin beds side by side (1.89m x 0.90m) with shower
- 5) Deluxe Suite Twin Beds: ____ (number) of Suite(s) with twin beds L-Shape (1.89m x 0.90m) with shower
- 6) Royal Suite Double Bed: ____ (number) of Suite(s) with double bed (1.89m x 1.89m) with bath and shower

Suite Type ¹	Title	² First Name	² Last Name	³ DOB	² Nationality	Phone / Mobile

¹ only enter the number of the suite description. ² as per passport ³ DOB = Date of Birth (dd/mm/yy).

SPECIAL DIETARY REQUEST (Please advise if any of the passengers have special dietary requirements)

MEDICAL CONDITIONS: (Please advise if we should know of any medical condition, health issue or physical disability)

SPECIAL OCCASION: (Please advise if someone is celebrating a birthday, anniversary or special event on this journey)

EMERGENCY CONTACT DETAILS: (Please advise details (name, phone, email) of persons to be contacted in emergencies)

PRE-TOUR CONTACT DETAILS: (Please let us know how and where we can contact you the day before our service starts)

DO YOU NEED TRAVEL INSURANCE? NO: ___ YES: ___ please send me a quote (It is advisable to take out adequate insurance)

By completing and submitting this form you, and all the passengers listed, will accept and agree to the Conditions for Rovos Rail and Add-on Travel Reservations. The person signing on behalf of others warrants that he or she has full authority to do so.

Name: _____ Date: _____ Signature: _____

CONDITIONS FOR ROVOS RAIL AND ADD-ON TRAVEL RESERVATIONS

CONDITIONS FOR ROVOS RAIL BOOKINGS

HOW TO BOOK

Upon receipt of a completed Reservation Form, we will confirm your place on the chosen tour (subject to availability). Upon receipt of a **25% deposit**, your reservation is confirmed by us. **Final payment** is due no later than **8 weeks** prior to departure.

PAYMENT SCHEDULE ALLOCATIONS

Provisional Reservations: No deposits required. Space will be allocated and held but if definite suites are required by another client, the holding agent will be asked to either hand back a portion of the space or confirm, in which case the below **non-refundable deposits / incremental payments** as percentage of the tour price is required:

Cape Town, Victoria Falls, Durban (10 people or more)

Payment at 6 Months before departure = 10%
Payment at 4 Months before departure = 20%
Payment at 2 Months before departure = 100%
(From 16-8 weeks before departure the booking can be reduced to 20% of original number of guests without financial loss to client/agent.)

Golf Safari, African Collage, Namibia, Dar es Salaam (10 people or more)

Payment at 9 Months before departure = 10%
Payment at 6 Months before departure = 20%
Payment at 4 Months before departure = 20%
Payment at 2 Months before departure = 100%

Cape to Cairo (any amount of people)

Payment at 12 Months before departure = 25%
Payment at 9 Months before departure = 50%
Payment at 6 Months before departure = 75%
Payment at 3 Months before departure = 100%

CANCELLATION INSURANCE IS COMPULSORY AND WILL NOT BE WAIVED

Cape Town, Vic Falls, Durban

Cancellations received more than 8 weeks prior to departure are subject to a cancellation fee of 5% of the per person tour price. Cancellations received between 8 and 4 weeks prior to departure are subject to a fee of 25% of the per person tour price. Cancellations received within the 4-week period prior to departure are subject to forfeiture of the entire tour price.

Golf Safari, African Collage, Namibia, Dar es Salaam

Cancellations received more than 12 weeks prior to departure are subject to a cancellation fee of 10% of the per person tour price. Cancellations received between 12 and 8 weeks prior to departure are subject to a fee of 25% of the per person tour price. Cancellations received between 8 and 4 weeks prior to departure are subject to a fee of 50% of the per person tour price. Cancellations received within the 4-week period are subject to forfeiture of the entire tour price.

Cape to Cairo

All payments are non-refundable.

RATE INCLUDES

- Three meals daily and all alcoholic and other beverages
- Excursions accompanied by a qualified tour guide
- Entrance fees to places of interest
- 24-hour full room service and bar facilities
- Government tax
- Limited laundry service

RATE EXCLUDES

Staff gratuities and off-train beverages

INCLUDED IN OFF-TRAIN ACCOMMODATION ON ANNUAL JOURNEYS

- Accommodation
- Meals taken at the game reserves, hotels or resorts

EXCLUDED FROM OFF-TRAIN ACCOMMODATION ON ANNUAL JOURNEYS

- Off-train beverages
- Off-train laundry
- Telephone calls
- Memorabilia purchases

PRICES

We will do our utmost to keep to the prices published. If however, increases are forced on us we reserve the right, prior to confirmation, to amend the tour price.

SCHEDULING TIMES & ROUTES

We cannot be held liable for any delays due to trains not running to schedule. Excursions cannot be guaranteed and will only be undertaken if time and circumstances permit. Departure and arrival times are approximate and cannot be guaranteed. We reserve the right to alter our routing any time between departure and arrival points.

CHANGES

Rovos Rail reserves the right to amend the tour price at any time prior to written confirmation of the reservation. Rovos Rail further reserves the right to cancel or amend any sightseeing excursions or the tour departure dates provided they can offer the passenger alternative sightseeing excursions or departure dates. Rovos Rail is not responsible for any delay or changes in tour arrangements that may be caused by natural or other factors beyond the control of Rovos Rail. There will be no refunds for any part of the tour that might be missed due to personal reasons.

PASSPORTS & VISAS

It is upon the client to ensure passports and visas, as may be required, are valid prior to departure.

HEALTH

Anti-malarial and Yellow Fever precautions may be required in the countries that are being visited and should be taken as may be prescribed.

PHOTOGRAPHY

Rovos Rail reserves the right without notice to make use of any photography/film taken by our staff on the tour for general publicity purposes without payment or permission.

MAXIMUM TRAIN CAPACITY

Classic 1: 39 suites • Classic 2: 39 suites • Edwardian: 23 suites.

We reserve the right to increase or decrease accommodation capacity as circumstances may require.

OF SPECIAL NOTE

Although certain limited insurances have been arranged by Rovos Rail, Rovos Rail Tours (PTY) Ltd, nor its servants, agents or employees, shall be liable for any loss or damage to passengers' luggage or effects. Insofar as one of the tours may include a visit to a Game Reserve and whilst attacks by wild animals are extremely rare, similarly neither Rovos Rail, nor its servants, agents or employees, accept any liability whatsoever for any injury or incidents to passengers or their belongings. The passenger hereby waives any claim which he/she may have against Rovos Rail Tours (PTY) Ltd, its servants, agents, employees or subcontractors (all of the aforementioned being collectively referred to as 'Rovos Rail') for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the foregoing, consequential loss) arising for any reason of any nature whatever directly or indirectly out of any aspect of the tour including, without limiting the generality of the a foregoing, any form of transport used for the purpose of the tour. This waiver shall be binding on the passenger's executors, heirs, trustees and dependants. The passenger records that all the services and facilities provided to the passenger are accepted voluntarily and with full knowledge that they may expose the passenger to injury, danger or loss. The passenger further records that any statement, representation or information given to him/her by Rovos Rail shall, unless given in writing, not prejudice this waiver in any manner whatsoever. The passenger indemnifies Rovos Rail in respect of any claim that may be made by any third party against it arising out of any claim in respect of which the passenger gives the aforementioned waiver. This agreement shall be governed solely by laws of the Republic of South Africa.

Whether the passenger returns a signed copy of these conditions or not, the conditions will be deemed to have been accepted and will be in force upon confirmation of the booking.

CONDITIONS FOR ADD-ON TRAVEL SERVICES

Please note that by arranging your travel services we act as agents between you and the principal service provider and we cannot be held liable for any agreements entered into between you and any of the service providers that forms part of your itinerary. Airline arrangements are subject to change and availability until the airline has received payment for such tickets.

CANCELLATION AND CHANGES

Cancellations and changes are only effective once we have your notification thereof in writing. The scale of charges is expressed as a percentage of the tour price:
* More than 8 weeks' notice - 20% of tour fare;
* Less than 8 weeks' notice - 30% of tour fare;
* Less than 4 weeks' notice - 50% of tour fare;
* Less than 3 weeks' notice - 80% of tour fare;
* Less than 2 weeks' notice - 100% of tour fare.
If a third party service provider or hotel on your itinerary has stricter cancellation or change policies as set out herein, we will impose such stricter policy. Should you fail to join a safari or a tour, or join it after it has already departed, or leave it prior to its completion, no refund can be made for any unused services.

PAYMENTS FOR ADD-ON TRAVEL SERVICES

A 20% non-refundable deposit is payable on confirmation of add-on travel requests along with full pre-payment for any airline tickets. Full payment is due 8 weeks prior to departure or immediately if your confirmation is less than 8 weeks prior to departure. We also accept Master, Visa and American Express. A 2% surcharge is applicable to all credit card payments to cover credit card commission fees. Travel services quoted in US\$ will be invoiced in US\$ and are to be settled in US\$. We are not able to charge your credit card in US\$.

TRAVEL INSURANCE

All clients should take out comprehensive travel insurance. Please let us know if you need assistance.

GENERAL CONDITIONS

SPECIAL REQUESTS

Specific requests such as adjacent or connecting rooms, bedding requests, smoking rooms and special dietary needs should be advised at time of booking. Please note that every effort will be made to secure a special request, however, it cannot be guaranteed in advance of travel.

LIMITS ON OUR RESPONSIBILITY

RCJM Travel & Tours CC, South Africa, its employees, shareholders, officers, directors, successors, agents and assigns (collectively RCJM), does not own or operate any entity which is to or does provide goods or services for your trip. It purchases transportation (by aircraft, coach, train, vessel or otherwise), hotel and other lodging accommodations, restaurant, ground handling and other services from various independent suppliers. All such persons and entities are independent contractors. As a result RCJM is not liable for any negligent or wilful act of any such person or entity or of any third person. In addition and without limitation, RCJM is not responsible for any injury, financial or physical loss, death, inconvenience, delay or damage to personal property in connection with the provision of any goods or services.

ANY PAYMENT TO RCJM TRAVEL & TOURS CC CONSTITUTES YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS SET OUT HEREIN.

CONTACT DETAILS FOR RCJM:

Tel: +27 21 553 8000, Email: info@rcjm.co.za

Company Registration Number: CK1996/018986/23

VAT: 4460204243

ASTA Membership number: 900131088