

Modisa Wildlife Project – Terms and Conditions

1. Program

- a. When ordering a program with Modisa Wildlife Project, you agree to these Terms and Conditions. Your agreement with Modisa Wildlife Project is subject to the following:
 - Program Confirmation (if applicable)
 - Further information from Modisa Wildlife Project
 - Program Details
 - Modisa Wildlife Project – Terms and Conditions
 - Modisa Wildlife Project – Code of Conduct
 - Your booking
- b. The services covered by the program are specified in the Volunteer section on Modisa Wildlife Project’s website.
- c. Your program will be confirmed by e-mail not later than 30 days before commencement.

2. Your Program Fee includes:

- a. Accommodation at Modisa Wildlife Project
- b. Three meals a day and drinking water, coffee and tea
- c. The services mention in the Volunteer section on Modisa Wildlife Project’s website, however always subject to reasonable changes

3. Your Program Fee does not include:

- a. Travel insurance
- b. Cancellation insurance
- c. Vaccinations, healthcare or similar
- d. Additional services, trips and activities not specifically mentioned in the program details
- e. Transportation to and from Gaborone Airport
- f. Your accommodation and meals outside of Modisa Wildlife Project

4. Payment schedule:

- a. An Administration Fee of 200 EUR is included in the program fee and is strictly non-refundable
- b. The Program Fee must be paid not later than 90 days prior to arrival.
- c. Modisa Wildlife Project reserves the right to make reasonable changes to the program or to cancel the program entirely.

5. Cancellation and changes

- a. In case of cancellation, the Program Fee will be refunded as follows:

Cancellation until 90 days prior to arrival: 100% refund

Cancellation between 61 – 90 days prior to arrival: 75% refund

Cancellations between 31-60 days prior to arrival: 50% refund

Cancellations within 30 days prior to arrival: No refund

The Administration Fee is strictly non-refundable, cf. clause 4.a

Modisa Wildlife Project will in no event refund or reimburse airplane tickets or any other costs. We recommend that your travel arrangements are made flexible / changeable and subject to a cancellation clause / cancellation insurance or similar. Modisa Wildlife Project does not offer cancellation insurance, please apply to your personal insurance company for such insurance.

- b. In the unlikely event of Modisa Wildlife Project cancelling your placement, due to circumstances beyond Modisa Wildlife Project's control, you will, if possible, be offered an alternative project. If this is not acceptable to you, both the Program Fee and the Administration Fee will be refunded
- c. If your program is terminated by Modisa Wildlife Project during your placement, due to circumstances beyond Modisa Wildlife Project's control, and alternative arrangements are not acceptable to you, a proportionate part of the Program Fee from the date your placements is terminated will be refunded.
- d. If Modisa Wildlife Project terminates your placement as a result of infringement of the Modisa Wildlife Project Code of Conduct, you will not be entitled to claim any refund.

- e. If you terminate your program at any time during your stay, you will not be entitled to claim any refund.
- f. You will not be entitled to claim any other costs applicable to your placement, and/or any charges relating to change in travel plans. All travel expenses are for your account.
- g. Modisa Wildlife Project is entitled to make reasonable changes to the program without any reimbursement.

6. General Terms

- a. All information provided by you must be accurate and adequate. You warrant that your passport and visa is valid for your entire stay in Botswana.
- b. Modisa Wildlife Project will not be held liable for any additional expenses incurred as a result of your placement, such as but not limited to vaccinations, healthcare expenses, visas, non-refundable flights.
- c. Your travel to the pick-up point at Gaborone Airport is entirely at your own risk and expense. You must be at the pick-up point at the agreed time. Modisa Wildlife Project will not be held liable for any costs due to late arrival at the pick-up point.
- d. Travel insurance is a pre-requisite for your placement and should include adequate cover for baggage, medical expenses, the cost of repatriation and a cancellation clause. The Danish Public Healthcare system does not cover medical treatment in Botswana.
- e. Should you not have adequate cover prior to the commencement of your placement, you may not be allowed to continue on the program and will have no right to a refund.
- f. Any claims concerning matters for which you are insured must be directed to your insurers.
- g. You are required to sign an agreement that Modisa Wildlife Project has the right to claim from your insurance for any expenses that Modisa Wildlife Project may incur on your behalf.
- h. Any information provided by Modisa Wildlife Project for instance regarding visas, vaccinations, climate, clothing, baggage etc. is given in good faith. Modisa Wildlife Project cannot be held responsible for obtaining of visas and travel documentation

required for your placement, unless otherwise agreed and confirmed in writing as part of our service agreement to you.

- i. Your booking is accepted on the understanding that you realize the potential hazards that may arise in this kind of travel, including injury, disease, loss of or damage of property, inconvenience or discomfort. Please allow for flexibility in this kind of travel. Changes in itinerary may be caused by circumstances beyond our control. No refunds will be issued on services not utilized.
- j. You acknowledge that the services and accommodations arranged by Modisa Wildlife Project, whether in civilized or remote areas by plane, vehicle, train, boat, horse back, other conveyance or by foot, contain inherent risks of injury, illness, death, or loss and damage to property, which may be caused by forces of nature, accidents, wild animals, negligence of others, and other causes known or unknown. You acknowledge that adequate medical services and facilities may not at all times during your stay be readily available. You expressly assume any and all risks with respect to the program and you agree not to sue Modisa Wildlife Project on account of any losses, claims, costs, liabilities or damages.
- k. When booking your flights you might consider booking a changeable / flexible return ticket. If circumstances arise which lead to extra expenses e.g. because you have purchased a non-changeable / non-flexible ticket, Modisa Wildlife Project cannot be held responsible for the expenses.
- l. Any complaints must be filed in writing not later than 6 weeks after end of program.

7. Choice of law and legal venue

- a. All disputes between you and Modisa Wildlife Project shall be decided according to Botswana law
- b. Law suits against Modisa Wildlife Project may exclusively be filed at the Gaborone High Court

8. Disclaimer

We attach great importance to the safety of both guests and employees. It is therefore important that everyone respects the rules applicable to the area to get an optimal experience visiting Modisa Wildlife Project.

When you visit Modisa Wildlife Project, you will be given a safety guide that describes how you should act during your visit. These are just instructive guidelines and Modisa Wildlife Project assumes no liability for the animals' behavior.

In Modisa Wildlife Project you will get a unique opportunity to get close to the animals - at your initiative, but on their terms. The animals at Modisa Wildlife Project live freely and are not tame. They react unpredictably and it helps to make a visit Modisa Wildlife Project something special - every time. For the same reasons we are always conscious of guests' safety - especially the little ones. Thus, children under 15 should always be followed by an adult. Simultaneous Modisa Wildlife Project is not responsible if guests get sick, are injured or die while visiting Modisa Wildlife Project.

Visiting Modisa Wildlife Project is consequently undertaken entirely at your own responsibility.

9. Version

- a. These Terms and Conditions are valid from 1 September 2012