



BUSHRIDE
reliable travel comfort

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General booking and cancellation policy

Existing bookings prior to COVID19:

1. Confirmed bookings for which we have received a deposit or full payment, will be secured should you (or your clients) decide it unsafe to travel.
2. Bookings can be amended up to 12 (twelve) months from the original arrival date. Please note only 2 amendment to travel dates may be made and will be subject to availability. 2021 Rates will be honoured for postponements but seasonal and third party rate changes will have to be passed onto clients.
3. In the event that you (or your clients) do not travel within 12 (twelve) months of the original arrival date, the 50% deposit would be forfeited – always assuming the Corona Epidemic has been contained by then.
4. Any travel changes to bookings within 14 (fourteen) days of the travel period will incur 100% cancellation fees.
5. The above will only apply if we have received the required deposit or the full payment to confirm your reservation.

New bookings:

1. Any bookings made from 12 March 2020 will be subject to the following Special Conditions.
2. 50% deposit will be required to confirm the reservation.
3. The balance of 50% will be required 4weeks before arrival date.
4. If a booking is cancelled within 4 (four) weeks of arrival a 50% cancellation fee will apply.

Exceptions:

We will have the following exceptions where bookings are cancelled within 4 weeks of travel, whereby clients will be offered the same deferral policy as above:

1. If the country of the clients' residence prevents the client from leaving due to lockdown situation.
2. If Zambia issues an inbound travel ban, banning clients from entering, or forcing arriving clients into quarantine.
3. Where third part Ts & Cs are different on packages booked through us, we will pass on the same conditions to the client.

Refunds:

1. In order for us to ride out this global epidemic storm as a privately owned travel & tourism business, we are unable to offer any refunds at this time.
2. We trust that our partners and guests understand our situation; we are doing all we can to work with our guests and partners to find mutually agreeable solutions.
3. This step is necessary to ensure that our business can continue to operate through these difficult times so that we will be here for you when the storm blows over.

Payments:

The following are our preferred money sending options

1. Bank transfers and deposits
2. Mobile money
3. VISA Credit cards on POS machines

Other options are online transfer payment systems on which we don't have assurance of safety of your data from fraud and other online crimes and should you use this option we will not be held liable for any loss or negativity there from.

Car Rental Terms and Conditions

1. RENTAL TERM

The term of the Car Rental Agreement runs from the date and hour of vehicle pickup as indicated in the Car Rental Agreement until the return of the vehicle to Owner, and completion of all terms of the Car Rental Agreement by both Parties.

The rental period run on 24-hour period but any rental after 12hours will be considered a full day and any Rental for less than 12hours will be considered half a day.

The Parties may shorten or extend the estimate term of rental by mutual consent.

2. SCOPE OF USE

Renter will use the Rented Vehicle only for personal or routine business use, and operate the Rented vehicle only on properly maintained roads and parking lots and destination(s). Renter will comply with all applicable laws relating to holding of licensure to operate the vehicle, and pertaining to operation of motor vehicles. Renter will not sublease the Rental Vehicle or use it as a vehicle for hire. Renter will not take the vehicle outside the destinations in the car rental agreement signed for without the concert of the Owner

Renter will not allow any other person to operate the Rented Vehicle unless identified in the Car rental agreement

3. MILEAGE

Mileage of the Rental Vehicle will be taken and recorded at the time of commencement of the Car Rental Agreement. Mileage on the vehicle will be unlimited but within the destinations provided in the agreement. Any mileage on the vehicle in excess of this limitation will be subject to an excess mileage surcharge at \$2 per KM or Kwacha equivalent at the bank ruling Mid rate.

4. RENTAL FEES

Renter will pay to Owner rental fees for use of the Rental Vehicle as follows:

- A. Base fee
- B. Drop off and Pickup fee. Only outside Mfuwe
- C. Excess mileage fees as set forth in Paragraph 3, above.

5. SECURITY DEPOSIT

Renter will be required to provide a security deposit to Owner in the amount of **\$200.00** per vehicle to be used in the event of loss or damage to the Rental Vehicle during the term of this Car Rental Agreement. Owner may, in lieu of collection of a security deposit, place a hold on a credit card in the same amount. In the event of damage to the Rental Vehicle, Owner will apply this Security Deposit to defray the costs of necessary repairs or replacement. If the cost for repair or replacement of damage to the Rental Vehicle exceeds the amount of the Security Deposit, Renter will be responsible for payment to the Owner of the balance of this cost. If the cost for repair or replacement of damage to the Rental Vehicle does not exceed the amount of the Security Deposit, Renter will be refunded the difference. In case of all things been Ok at the drop off time, the renter will be refunded in full the deposit paid.

A security deposit doesn't apply to TOs and TAs but the repairs will be charged accordingly as stated above.

6. INSURANCE

Renter must pay for Public Passenger insurance to the Owner that would cover the driver and passengers in the Rented Vehicle otherwise the Owner will not be held liable for Injuries or death of the driver and passengers in the rented car during the rental time. The Rental Vehicle Insurance is a responsibility of the Owner except in minor damages, parts and loss of equipment which will be the Renter's responsible to pay the Owner should the cost to replace or repair be in excess of the security deposit.

Excess charge of 15% on replacement or repairs cost is applicable in an even of an accident.

All our vehicles are comprehensively insured and have a passenger Liability policy of about \$200,000.00 per seat

7. INDEMNIFICATION

Renter agrees to indemnify, defend, and hold harmless the Owner for any loss, damage, or legal actions against Owner as a result of Renter's operation or use of the Rented Vehicle during the term of this Car Rental Agreement. This includes any attorney fees necessarily incurred for these purposes. Renter will also pay for any parking tickets, moving violations, traffic offences and penalties or other citations received while in possession of the Rented Vehicle.

8. REPRESENTATIONS AND WARRANTIES

Owner represents and warrants that to Owner's knowledge, the Rental Vehicle is in good condition and is safe for ordinary operation of the vehicle.

Renter represents and warrants that Renter is legally entitled to operate a motor vehicle under the laws of this jurisdiction and will not operate it in violation of any laws, or in any negligent or illegal manner.

Renter has been given an opportunity to examine the Rental Vehicle in advance of taking possession of it, and upon such inspection, is not aware of any damage existing on the vehicle other than that notated by separate Existing Damage document.

9. JURISDICTION AND VENUE

In the event of any dispute over our Car Rental Agreement, the Car Rental Agreement will be interpreted by the laws of the Republic Of Zambia and any lawsuit or arbitration must be brought in the country. If any portion of this Car Rental Agreement is found to be unenforceable by a court of competent jurisdiction, the remainder of the agreement would still have full force and effect.

10. ENTIRE AGREEMENT

The Car Rental Agreement constitutes the entire agreement between the Parties with respect to the rental arrangement. No modification to the agreement can be made unless in writing signed by both Parties. Any notice required to be given to the other party will be made to the contact information provided in the contract.

We reserve the right to make changes to these new terms and conditions at any time and will send out notifications.

In conclusion, we urge all guests choosing to travel at this time to please follow all possible protective hygiene procedures during their journey to ensure their own safety and the safety of our staff and other guests. All guests are required to disinfect their hands on arrival and we will provide anti-bacterial wipes (sanitizers) for this purpose. Refusal to do so will mean guests will not be allowed entry into our vehicles, for the safety of our staff and other guests who might use the cars after you.

It is essential to purchase CFAR (Cancel For Any Reason) travel insurance including Medical Evacuation & Hospitalization.

Make sure you pre arrange your PCR testing in advance which normally is required 72hr before departure or arrival regardless of either you vaccinated or not.

“Your best travel experience is our pride!”