

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

1. Pricing Information

1.1 **Currency:** All prices are quoted in United States Dollars (USD).

1.2 **Inclusions:** All prices include Value Added Tax (VAT) and the Zimbabwean Government Tourism Levy where applicable.

1.3 **Exclusions:** All prices exclude National Park fees for activities where applicable.

1.4 **National Parks Fees:** National Parks usage and entry fees are subject to change. Resellers should verify current fees at the time of booking to provide accurate information to clients.

1.5 **Price Adjustments:** SWA reserves the right to amend prices without prior notice due to market conditions or other factors.

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

2. Payment Terms

2.1 **Currency:** All payments shall be made in USD unless a special arrangement is made between the parties and confirmed in writing.

2.2 **Payment Requirement:** Full payment is required before the date of travel unless prior arrangements have been made.

2.3 **Credit Terms:** Credit terms may be extended to the Reseller by separate agreement and at the discretion of SWA.

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

3. Tax Policy

3.1 VAT Inclusions: Prices will include VAT at the current standard rate where applicable.

3.2 Reseller Requirements: Zimbabwean Resellers must provide their VAT Registration Number and Tax Clearance Certificate.

3.3 Withholding Tax: In accordance with tax regulations, SWA may deduct withholding tax from payments to Resellers. These withheld funds will be remitted to the Zimbabwe Revenue Authority (ZIMRA).

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

4. Booking Requirements

4.1 Central Reservations Office: All bookings shall be made with the SWA Central Reservations Office (“CRO”) in Victoria Falls.

4.2 Availability Confirmation: Confirm availability with SWA CRO prior to booking.

4.3 Travel Voucher Requirement: All clients must be in possession of a valid SWA travel voucher (hard copy or digital) and present it prior to embarking on any SWA activity.

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

5. Children's Policy

5.1 Discounts: Children may be entitled to discounts on certain SWA activities. Please refer to the **Children's Discount Policy Table** in **Appendix B**.

5.2 Age Restrictions: Age restrictions apply to specific activities. Please refer to the **Activity-Specific Terms and Conditions** in **Appendix A**.

5.3 Additional Restrictions: Some activities have additional restrictions for children and young adults, such as weight or participation limitations. Please refer to the **Activity-Specific Terms and Conditions** in **Appendix A**.

6. Cancellation and Amendment Policy

6.1 Cancellation Notification: Cancellations by the Reseller must be made in writing or, if made telephonically, confirmed in writing immediately.

6.2 Cancellation Charges: The Reseller shall be liable for SWA's cancellation charges as outlined in the cancellation policy.

6.3 Amendments and En-route Cancellations:

- 6.3.1 Amendments and cancellations en-route must be made by the Reseller.
- 6.3.2 The Reseller shall bear all costs, including repatriation and administrative fees incurred by SWA, as a result of en-route cancellations (e.g., ill health or injury).
- 6.4 **Effective Cancellation Date:** Cancellation shall be effective only on the date which SWA receives the notification of cancellation.
- 6.5 **Late Cancellations and No-shows:** Cancellations made within 24 hours of the scheduled activity, or failure to arrive (no-show), will result in a cancellation fee equal to 100% of the total price.

1. Pricing Information

2. Payment Terms

3. Tax Policy

4. Booking Requirements

5. Children's Policy

6. Cancellation & Amendment

7. Activity Availability & Conditions

8. Traveller Docs & Insurance

9. Reseller Responsibilities

10. Variation of Terms & Conditions

11. Non-Compliance & Consequences

12. Agreement Termination

13. Activity-Specific Terms

14-22 Appendix A: Activity-Specific T's & C's

23. Appendix B: Children's Discount Policy

24. Contact Information

25. Agreement of Terms

7. Activity Availability and Conditions

7.1 Subject to Availability: All activities are subject to availability and may be affected by weather conditions, river levels, or other factors beyond SWA's control.

7.2 Participant Discretion: SWA reserves the right, at its sole discretion, to refuse any participant (adult or child) from taking part in any of SWA's tourist activities.

7.3 Activity Cancellations: SWA reserves the right to cancel any activity due to unfavourable conditions, including but not limited to weather or safety concerns.

1. Pricing Information

2. Payment Terms

3. Tax Policy

4. Booking Requirements

5. Children's Policy

6. Cancellation & Amendment

7. Activity Availability & Conditions

8. Traveller Docs & Insurance

9. Reseller Responsibilities

10. Variation of Terms & Conditions

11. Non-Compliance & Consequences

12. Agreement Termination

13. Activity-Specific Terms

14-22 Appendix A: Activity-Specific T's & C's

23. Appendix B: Children's Discount Policy

24. Contact Information

25. Agreement of Terms

8. Traveller Documentation and Insurance

8.1 Travel Documentation: All Resellers shall ensure that travellers possess and comply with:

- 8.1.1 The correct travel documentation, including passports valid for the minimum period required by law in each country visited.
- 8.1.2 The correct visas and re-entry permits, valid for the countries visited. Visa costs incurred are for the traveller's own account.
- 8.1.3 Health, foreign exchange, and other legal requirements.

8.2 Travel Insurance:

- 8.2.1 The Reseller shall advise travellers to take out comprehensive travel insurance.
- 8.2.2 Travellers should familiarise themselves with any exceptions and conditions imposed by the insurance provider, SWA, or underwriters issuing the policy of insurance selected.

8.3 Liability: SWA shall not be responsible or liable for any matters arising from the Reseller's failure to comply with this clause.

1. Pricing Information

2. Payment Terms

3. Tax Policy

4. Booking Requirements

5. Children's Policy

6. Cancellation & Amendment

7. Activity Availability & Conditions

8. Traveller Docs & Insurance

9. Reseller Responsibilities

10. Variation of Terms & Conditions

11. Non-Compliance & Consequences

12. Agreement Termination

13. Activity-Specific Terms

14-22 Appendix A: Activity-Specific T's & C's

23. Appendix B: Children's Discount Policy

24. Contact Information

25. Agreement of Terms

9. Reseller Responsibilities

9.1 Activity Information: The Reseller must inform their clients of all relevant activity requirements, including:

- 9.1.1 Age restrictions
- 9.1.2 Fitness restrictions

9.2 Payment Collection: The Reseller shall be responsible for:

- 9.2.1 Collecting all money due from their clients.
- 9.2.2 Ensuring payment is made to SWA.

9.3 Additional Fees Notification: The Reseller must inform their clients of any National Parks Fees or other additional charges payable and collected by SWA.

[1. Pricing Information](#)[2. Payment Terms](#)[3. Tax Policy](#)[4. Booking Requirements](#)[5. Children's Policy](#)[6. Cancellation & Amendment](#)[7. Activity Availability & Conditions](#)[8. Traveller Docs & Insurance](#)[9. Reseller Responsibilities](#)[10. Variation of Terms & Conditions](#)[11. Non-Compliance & Consequences](#)[12. Agreement Termination](#)[13. Activity-Specific Terms](#)[14-22 Appendix A: Activity-Specific T's & C's](#)[23. Appendix B: Children's Discount Policy](#)[24. Contact Information](#)[25. Agreement of Terms](#)

10. Variation of Terms and Conditions

10.1 Binding Variations: No variation of these Terms and Conditions shall be binding unless communicated in writing by SWA.

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

11. Non-Compliance and Consequences

11.1 **SWA Rights for Non-Compliance:** Should any of these Terms and Conditions not be fully complied with, SWA reserves the right to:

- 11.1.1 Cancel booking(s).
- 11.1.2 Withdraw prices.
- 11.1.3 Withdraw any other special trading arrangements.
- 11.1.4 Take legal action as necessary.

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

12. Agreement Termination

12.1 Termination Notice: SWA reserves the right to terminate this agreement by giving the Reseller one (1) month's notice.

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

13. Activity-Specific Terms

13.1 Applicability: Specific terms, conditions, age restrictions, and other limitations apply to individual activities offered by SWA.

13.2 Priority: Activity-specific terms supersede the General Terms and Conditions where applicable.

13.3 Reference: Please refer to Appendix A for detailed information.

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

14 - 22 Appendix A: Activity-Specific Terms and Conditions

14. White Water Rafting

14.1 Minimum Age: 15 years

14.2 Fitness Requirements: Reasonable fitness required

14.3 Inclusions: Transfers to/from Victoria Falls accommodation, all equipment, lunch, and drinks at the end of the trip

14.4 Availability: Subject to river water levels; may close in April/May if water levels are too high

14.5 Additional Fees: National Parks River Usage fees to be paid on/before check-in

14.6 Minimum Participants: 2 pax

14.7 Notes: Multi-day rafting trips require a minimum of 6 confirmed participants

14.8 Turnaround Time: 7 hours

15. Adventure Jetboat

15.1 Minimum Age: 10 years

15.2 Fitness Requirements: Reasonable fitness required

15.3 Inclusions: Transfers to/from Victoria Falls accommodation

15.4 Availability: Subject to river water levels; may close from August to December due to low water levels

15.5 Additional Fees: National Parks River Usage fees to be paid on/before check-in

15.6 Minimum Participants: 2 pax

15.7 Turnaround Time: 2 hours (30 to 45 minutes on boat)

14 - 22 Appendix A: Activity-Specific Terms and Conditions

16. Helicopter Scenic Flights

16.1 **Age Restrictions:** Open to all ages

16.2 **Children's Discount:** Children below 2 years fly free but are not allocated a seat

16.3 **Inclusions:** Transfers to/from Victoria Falls accommodation

16.4 **Conditions:** Flights are subject to weather conditions and Civil Aviation Authority of Zimbabwe (CAAZ) regulations

16.5 **Additional Fees:** Government fees and Fuel Surcharge to be paid on/before check-in

16.6 **Turnaround Time:** 1 hour

17. Bungee Jump

17.1 **Minimum Age:** 14 years

17.2 **Weight Requirements:** 40 kg minimum, 120 kg maximum

17.3 **Conditions:**

- 17.3.1 May be interrupted by rain during the rainy season (November to February)
- 17.3.2 Operating times: 9 AM (10 AM from March to June during full flood season)
- 17.4 **Transfers:** Not included but available for purchase
- 17.5 **Passport Requirement:** Required to access the bridge (no visa fees if only visiting the bridge from Zimbabwe or Zambia)
- 17.6 **Turnaround Time:** 1 hour

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

14 - 22 Appendix A: Activity-Specific Terms and Conditions

18. Bridge Swing

18.1 **Minimum Age:** 14 years

18.2 **Weight Requirements:** 40 kg minimum, 180 kg maximum

18.3 **Conditions, Transfers, and Passport Requirement:** Same as Bungee Jump

18.4 **Turnaround Time:** 1 hour

19. Bridge Slide

19.1 **Minimum Age:** 8 years

19.2 **Weight Requirements:** 40 kg minimum, 140 kg maximum

19.3 **Conditions, Transfers, and Passport Requirement:** Same as Bungee Jump

19.4 **Turnaround Time:** 1 hour

20. Historical Bridge Tour

20.1 **Minimum Age:** 10 years

20.2 **Conditions, Transfers, and Passport Requirement:** Same as Bungee Jump

20.3 **Turnaround Time:** 2 hours

14 - 22 Appendix A: Activity-Specific Terms and Conditions

21. Sunset Cruise

21.1 **Age Restrictions:** Open to all ages

21.2 **Children's Discount:**

- 21.2.1 Children under 2 years cruise free (no seat or snacks provided unless paid for)
- 21.2.2 Children aged 3-11 years pay half price
- 21.3 **Inclusions:** Return transfers, snacks, and beverages
- 21.4 **Minimum Participants:** 2 pax
- 21.5 **Additional Fees:** National Parks River Usage fees to be paid at SWA CRO
- 21.6 **Turnaround Time:** 2 hours 30 minutes

22. Guided Tour of the Falls

22.1 Age Restrictions: Open to all ages

22.2 Children's Discount:

- 22.2.1 Children under 2 years tour free
- 22.2.2 Children aged 3-11 years pay half price
- 22.3 Inclusions: Return transfers
- 22.4 Additional Fees:
 - 22.4.1 National Parks fees to be paid on/before check-in
 - 22.4.2 Children under 6 and Zimbabwean residents aged 70+ are exempt from National Parks fees
- 22.5 Turnaround Time: 2 hours

[1. Pricing Information](#)[2. Payment Terms](#)[3. Tax Policy](#)[4. Booking Requirements](#)[5. Children's Policy](#)[6. Cancellation & Amendment](#)[7. Activity Availability & Conditions](#)[8. Traveller Docs & Insurance](#)[9. Reseller Responsibilities](#)[10. Variation of Terms & Conditions](#)[11. Non-Compliance & Consequences](#)[12. Agreement Termination](#)[13. Activity-Specific Terms](#)[14-22 Appendix A: Activity-Specific T's & C's](#)[23. Appendix B: Children's Discount Policy](#)[24. Contact Information](#)[25. Agreement of Terms](#)

23. Appendix B: Children's Discount Policy

23.1 Supervision Requirement:
Children must be accompanied by an adult at all times.

23.3 Additional Note: These General Terms and Conditions apply unless there are activity-specific conditions that supersede them. Please refer to the Activity-Specific Terms and Conditions in Appendix A for detailed information

23.2 Discount Table:

Activity	Minimum Age	Children's Age Range	Discount
Rafting	15 years	Reasonable Fitness	Full Price
Adventure Jetboat	10 years	Reasonable Fitness	Full Price
Helicopters	Open	3+ years	Full Price
Bungee Jump	14 years	Minimum Weight 40kg	Full Price
Bridge Swing	14 years	Minimum Weight 40kg	Full Price
Bridge Slide	8 years	Minimum Weight 20kg	Full Price
Bridge Tour	10 years		Full Price
Sunset Cruise	Open	3-11 years	Half Price
Falls Tour	Open	3-11 years	Half Price
Night Game Drive	4 years	4-11 years	Half Price
Half Day Game Drive	4 years	4-11 years	Half Price
Full Day Game Drive	4 years	4-11 years	Half Price
Walking Safari	14 years	Reasonable Fitness	Full Price
Chobe Day Trip	4 years	Under 12 years	75% of Adult Price
Gorge Hikes	12 years	Reasonable Fitness	Full Price
Livingstone Island Tour	6 years	6-11 no swimming in the pool	Full Price
Simunye Theatre	Open	3-15 years	Half Price
Ele Crew	3 years	3-11 years (No Walks for 12yrs & below)	Half Price
Traditional Village Tour	Open	3-11 years	Half Price
Guided Tour of the Falls	Open	3-11 years	Half Price

1. Pricing Information

2. Payment Terms

3. Tax Policy

4. Booking Requirements

5. Children's Policy

6. Cancellation & Amendment

7. Activity Availability & Conditions

8. Traveller Docs & Insurance

9. Reseller Responsibilities

10. Variation of Terms & Conditions

11. Non-Compliance & Consequences

12. Agreement Termination

13. Activity-Specific Terms

14-22 Appendix A: Activity-Specific T's & C's

23. Appendix B: Children's Discount Policy

24. Contact Information

25. Agreement of Terms

24. Contact Information

24.1 **Central Reservations Office (CRO):** Victoria Falls, Zimbabwe

24.2 **Email:** reservations@shearwatervf.com 

24.3 **Website:** shearwatervictoriafalls.com 

24.4 **Phone:** +263 773 461 716 / +263 8328 44471-3 

[1. Pricing Information](#)

[2. Payment Terms](#)

[3. Tax Policy](#)

[4. Booking Requirements](#)

[5. Children's Policy](#)

[6. Cancellation & Amendment](#)

[7. Activity Availability & Conditions](#)

[8. Traveller Docs & Insurance](#)

[9. Reseller Responsibilities](#)

[10. Variation of Terms & Conditions](#)

[11. Non-Compliance & Consequences](#)

[12. Agreement Termination](#)

[13. Activity-Specific Terms](#)

[14-22 Appendix A: Activity-Specific T's & C's](#)

[23. Appendix B: Children's Discount Policy](#)

[24. Contact Information](#)

[25. Agreement of Terms](#)

25. Acknowledgement of Terms

25.1 Agreement to Terms: By making a booking with Shearwater Adventures, Resellers and Customers acknowledge that they:

- 25.1.1 Have read and fully understand these General Terms and Conditions of Trade.
- 25.1.2 Agree to be legally bound by these Terms and Conditions, including any activity-specific terms outlined in Appendix A.