

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.

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.

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).

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.

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.

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.

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.

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.

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.

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

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6. Cancellation & Amendment

7. Activity Availability & Conditions

8. Traveller Docs & Insurance

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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.

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.

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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)

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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

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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

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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

23. Appendix B: Children's Discount Policy

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

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

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 

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.