

# Nomad Guide School Terms and Conditions

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## 1. PURPOSE

This policy outlines the terms governing cancellations, refunds, and rescheduling for all courses and field expeditions organized by **Nomad Guide School (NGS)**. Its purpose is to establish clarity, fairness, and accountability between the school and its participants. In addition, it defines other legal terms and conditions applicable to participation in NGS programs.

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## 2. BOOKING CONFIRMATION

- A 30% deposit of the total course cost is required to confirm a booking.
  - Full payment must be received no later than 45 days before the start date.
  - Bookings are confirmed only upon written acknowledgment by Nomad Guide School and proof of payment.
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## 3. CANCELLATION BY THE CLIENT

Notice Period (Before Course Start Date)	Cancellation Fee	Refund
More than 60 days	10% of total cost	90% refund
46–60 days	25% of total cost	75% refund
31–45 days	40% of total cost	60% refund
21–30 days	60% of total cost	40% refund
14–20 days	70% of total cost	30% refund
Less than 14 days / No-show	100% of total cost	No refund

Refunds will be processed within 14 working days of receiving written cancellation notice. No refunds will be issued for missed or unused services. In the event of illness, death, family emergency, or other comparable circumstances, Nomad Guide School may allow the course to be “banked” for up to 12 months from the cancellation date, allowing the participant to rejoin at a later time (subject to availability).

Supporting documentation (e.g., medical certificate) must be provided.

All associated costs for returning to the course are the participant’s responsibility.

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## 4. CANCELLATION BY NOMAD GUIDE SCHOOL

Nomad Guide School reserves the right to cancel or postpone a course due to:

- Safety or security concerns
- Extreme weather conditions
- Insufficient participant numbers
- Events beyond our control

In such cases, clients may choose to:

- Reschedule their booking
- Transfer payment to another course, or
- Receive a full refund

Nomad Guide School is not responsible for additional personal expenses such as flights, visas, or travel insurance. Course fees do not include drinks, except for drinking water.

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## 5. RESCHEDULING

- Clients may request to reschedule at least 30 days before departure, subject to availability.
- A 10% rescheduling fee will apply.
- Rescheduled courses must be attended within 12 months of the original booking.

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## 6. NO-SHOW POLICY

Failure to appear at the designated meeting point without prior notice will be considered a **cancellation**, and **no refund** will be issued.

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## 9. FORCE MAJEURE

Nomad Guide School shall not be held liable for cancellations or service interruptions caused by circumstances beyond its control, including but not limited to:

- Natural disasters or severe weather
- Political unrest or government restrictions
- Pandemics, strikes, or acts of terrorism

In such cases, reasonable efforts will be made to reschedule the course or provide an equitable solution.

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## 7. TRAVEL INSURANCE

It is a condition of booking that each student is solely responsible for obtaining comprehensive travel and medical insurance covering themselves and any dependents or travel companions for the full duration of their stay in Africa. This insurance must include, but is not limited to, cover for course cancellation or curtailment, emergency evacuation, medical treatment, repatriation, and loss, damage, or theft of personal belongings.

Nomad Guide School, its representatives, employees, agents, and marketing partners accept no responsibility for any costs, losses, or damages incurred by students, guests, or their companions in connection with the above. Participants will be charged directly by service providers for any emergency assistance required and may be denied such services if adequate insurance is not in place.

Nomad Guide School and its affiliates cannot be held liable for personal injury, accident, illness, or loss of property. **Comprehensive travel and medical insurance is mandatory for participation in all courses.**

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## 8. VISA AND IMMIGRATION LAWS OF BOTSWANA

It is the sole responsibility of each participant to ensure full compliance with all current immigration and visa requirements for Botswana, and to possess a valid passport and any other necessary travel documents.

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# WAIVER AND INDEMNITY

- Acceptance of Risk

By enrolling in the Nomad Guide School (NGS) course, I acknowledge that the program takes place in a wilderness environment that carries inherent dangers. I understand that I will be required to travel by vehicle and on foot across rough and unpredictable terrain, use firearms with live ammunition, and reside in an open, unfenced camp where encounters with wild animals are possible. I am also aware that the training area lies within a malaria zone; I will take all reasonable precautions but recognize that infection remains a possibility.

- Personal Responsibility

I accept full responsibility for my participation in all aspects of the NGS course, including any travel to, from, or within the wildlife area. I acknowledge that I undertake these activities voluntarily and entirely at my own risk.

- Release from Liability

I hereby release Nomad Guide School, its owners, management, employees, agents, and representatives from any and all responsibility or liability for loss, injury, illness, death, or damage of any kind that may occur during or as a result of my participation in the course, regardless of cause.

- Indemnification

I agree to indemnify and hold harmless Nomad Guide School and its personnel against any claims or legal actions brought by third parties, including my dependents or estate, arising from my participation, injury, death, or loss of property.

- Compliance with Rules

I undertake to follow all instructions, safety protocols, and regulations provided by the course instructors or management at all times. I understand that failure to comply may result in my removal from the program without refund.

- Voluntary Participation in Activities

I recognize that any additional or optional activities I choose to take part in—whether listed in my itinerary or not—are entirely at my discretion and risk.

- Declaration of Understanding

I confirm that I have carefully read and fully understood the contents and implications of this Waiver and Indemnity. I acknowledge that it has been explained to me where

necessary, and that by signing it, I accept its terms as binding upon myself, my heirs, and any legal successors.

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## 10. AGREEMENT & ACKNOWLEDGEMENT

I, the undersigned, hereby confirm that I have read, understood, and agree to the Nomad Guide School terms and conditions.

I understand that all bookings and payments are subject to these terms.

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### CLIENT DETAILS

Full Name: \_\_\_\_\_

ID / Passport No.: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Course Name / Destination: \_\_\_\_\_

Course Dates: \_\_\_\_\_

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### ACKNOWLEDGEMENT & SIGNATURES

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness / Consultant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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#### Nomad Guide School

P.O. Box 20071, Maun, Botswana

 Tel: +267 686 0062  Email: [info@nomadguideschool.com](mailto:info@nomadguideschool.com)

 Website: [www.NomadGuideSchool.com](http://www.NomadGuideSchool.com)

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