

Conditions of Carriage

- All passenger tickets are issued subject to Botswana Railways bye-laws and conditions of carriage.
- Passengers with booking references must arrive at least an hour before the scheduled train departure of their train in order to be issued with a journey ticket. No person shall be allowed into the platform without a valid journey ticket for the scheduled trains.
- Passengers must keep journey tickets safe for the entire journey and be prepared to produce the tickets on demand from BR Express officials.
- Your journey ticket is not transferable and is valid only for travel on the train(s) and date(s) shown.
- For any modification or cancellation, please contact the nearest BR Express station office four (4) hours before scheduled departure time of your train to process your request in order to allow reallocation of the seating or accommodation. Should cancellation be received less than four (4) hours before train schedule train departure time, you be liable for a 15% cancellation fee.
- For operational reasons, BR Express reserves the right to restrict platform access five (5) minutes before your scheduled train departure time.
- Times shown in the train timetables are not guaranteed. The times are intended to indicate the time before which the train can start.
- To ensure all passengers' safety, BR Express reserves the right to inspect all luggage.
- You are responsible at all times for your luggage. BR Express assumes a limited liability for loss or damage to booked luggage either at the cloakroom or luggage van.
- All passengers must, before commencing a journey and whilst on a journey, ensure that all laws are duly complied with. BR Express will not make any refund of fares to passengers who are prevented from completing their journey for breach of any law.