



The coolest experience in the hottest destination

# ABENTEUR AFRIKA SAFARI

## TERMS AND CONDITIONS / NOTES AND COMMENTS

### Working with Abenteuer Afrika Groups and FIT...

#### 1. Costs:

All costs are correct at time of quotation, but may be subject to amendment in the event of unforeseen increases outside our control, such as alterations in government legislation.

Net Unit Rates include VAT but are exclusive of any commission.

Meal costs are for standard meals, unless otherwise specified in the proposal.

Drinks are not included in any meal costs and are to be settled directly.

#### 2. Aeromed:

Aeromed provides fast, professional medical assistance and rapid evacuation of patients by air or ambulance to the nearest suitable Medical Centre. The service is 24-hour and is not normally included in standard travel insurance policies.

#### 3. Availability:

Namibia has a quality, but limited, tourism infrastructure and demand for flights, accommodation, transfers, venues and activities often exceeds capacity. It is therefore essential to provide us with confirmed dates and numbers as soon as possible, so we may secure and guarantee required services well in advance.

#### 4. Bookings & Payment Policy:

Provisional bookings made 12 or more months before date of travel will be held for 60 days

Those made 6 - 12 months before travel will be held for 30 days

Those made fewer than 6 months prior to travel will be held for 2 weeks.

A 20% non-refundable deposit is required for confirmation of a booking.

The balance of payment should reach us 4 weeks prior to arrival in Namibia.

No documents will be delivered if we have not received full and final payment before client's arrival in Namibia.

#### Groups:

20% of the estimated total revenue is payable as a deposit to secure all bookings.

The outstanding balance is due at 45 days prior to the arrival of the group.

A service fee of 10% will be charged on outstanding extras incurred during the programme not settled on-site.

We require a SWIFT transfer directly to our Bank Account as payment.

In case of a block/group booking, the final rooming list must be supplied 60 days prior arrival.

#### 5. Cancellation Policy:

Please take out insurance to cover cancellation fees.

A N\$35.00 amendment fee is charged per amendment on a confirmed booking.

In the event of cancellation of part or the whole programme the following applies:

More than 6 weeks notice: deposit forfeited

Less than 6 weeks notice: 50%

Less than 4 weeks notice: 100%

All cancellations are effective only on receipt of written notification



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The following cases are excluded in the above scale, and cancellations are charged as below:

**All bookings for any of the Namibia Wildlife Resorts (NWR)** require a 15% non-refundable deposit of the full booking value 10 days after reservation is made. The full amount is payable 30 days prior to travel, and is 100% non-refundable in the case of cancellation.

**All properties within the Wilderness Safari Group and &Beyond Group incur the following cancellation policies:**

On receipt of your confirmation a 20% non-refundable deposit is payable. This will secure your booking.

The balance is payable 56 days prior to arrival date.

Cancellations are only effective on receipt of written notification.

The following cancellation fees apply:

- More than 8 weeks 100% of the deposit
- Less than 8 weeks 100% of the deposit plus 25% of the tour price
- Less than 4 weeks 50% of the tour price
- Less than 3 weeks 60% of the tour price
- Less than 2 weeks 100% of the tour price.

In case of a block booking, the final rooming list must be supplied 60 days prior to arrival.

Reservations become the full responsibility of the booking agent, if not cancelled in writing and will be subject to the above cancellation policy.

## 6. Fuel/Oil Policy:

Pricing is linked to fuel prices and are based on currently known rates. We reserve the right to charge a fuel levy should the price of fuel increase.

## 7. Includes and excludes:

### **A Self-drive tour includes the following:**

Accommodation as specified, Meals as specified, Info pack, Emergency Medical Evacuation and 15% VAT

### **A Self-drive tour excludes the following:**

Meals other than specified, Activities other than specified, Guide and driver, Park Entrance Fees and recommended tours and activities, Items of a personal nature, Gratuities (Abenteuer Afrika Safari considers gratuities to be at the discretion of the client), Flights, Drinks and Laundry

### **Guided tours include the following:**

Accommodation as specified, Meals as specified, Vehicle and guide with unlimited game viewing, Emergency Medical Evacuation, Park Entrance Fees, Cold Water while travelling and 15% VAT

### **Guided tours exclude the following:**

Meals other than specified, Items of a personal nature, Gratuities (Abenteuer Afrika Safari considers gratuities to be at the discretion of the client), Flights, Drinks and Laundry.

### **Coach tours include the following:**

Accommodation as specified, Meals as specified, Coach and English driver / guide with unlimited game viewing, Emergency Medical Evacuation, Park Entrance Fees, Cold Water while travelling and 15% VAT



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**Coach tours exclude the following:**

Meals other than specified, Items of a personal nature, Gratuities (Abenteuer Afrika Safari considers gratuities to be at the discretion of the client), Flights, Drinks and Laundry

**Notes:** PLEASE CHECK YOUR CLIENTS' VISA REQUIREMENTS. ABENTEUER AFRIKA SAFARI CAN NOT BE HELD RESPONSIBLE FOR REFUSAL OF ENTRY INTO NAMIBIA FOR ANY REASON WHATSOEVER. VISA ENTRANCE FEES TO VICTORIA FALLS IS NEVER INCLUDED IN OUR QUOTE. THIS IS SO EVEN IF GUESTS ARE STAYING IN CHOBE AND HAVE ARRANGED A DAY TRIP TO VICTORIA FALLS. THEY WILL STILL BE REQUIRED TO PAY VISA FEES TO ENTER ZIMBABWE.

Our offer is based on the information given; deviations may result in a change in our offer. We furthermore advise that our offer is based on currently known prices and is only valid for quoted period unless the travel date that is booked falls within a different season (i.e. low or high) to the originally quoted season. We reserve the right to adjust our offer, should there be any increases in costs which are beyond our control.

Namibia is a disease free country; however, please consult your General Practitioner concerning Malaria Prophylactics.

## 8. Charter Flight Conditions:

**Included:** Aircraft Hire, Included Fuel except stated otherwise, Pilot Fees, Landing Fees, Cross border charges applicable to all quoted routes outside Namibia, Passenger Tax per person at all Airports landed where such tax applies, Pilots' accommodation and meals.

**Excluded:** Any diversions, for reasons that may affect the safety of the aircraft and its occupants, or due to bad weather or any amendment of routes and cost arising thereof for changes requested by clients or booking agent during booked and confirmed flight.

Administration Fees of 20% of the total quoted and confirmed rate will be charged if relevant flight is cancelled within 24 hours prior to departure.

This quotation is subject to aircraft availability upon confirmation. We reserve the right to substitute the confirmed aircraft with a similar standardized aircraft in case of circumstances beyond our control.

Baggage allowance is restricted to 10kg per person in a SOFT BAG. This does not include a reasonable amount of camera equipment. Please note the following:

1. ALL charter aircraft in Namibia will only accept soft bags. No hard suitcases are permitted, as they physically cannot fit into the aircraft. Duffel bags without wheels are preferred. This includes camera equipment and hand luggage.
2. The maximum dimensions of the soft bags are as follows: 25 cm (9.8 inches) wide x 30 cm (11.8 inches) high and 62 cm (24.4 inches) long. Please keep in mind that the baggage compartments on charter aircraft are only 25 cm (9.8 inches) high, so the pilots must be able to manipulate the bag into the compartment. Luggage with wheels also adds to your total weight. So the rule of thumb for your luggage is: soft, non-rigid bags with no wheels, following the dimensions above.
3. Passengers weighing 100kg / 220lbs or more must advise us in advance so an extra seat for the additional weight can be tallied into the package cost for safety purposes.

**Please remember that these restrictions are to ensure the safety of our guests.**



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## **9. Proposal:**

Our proposal and all its creative elements remain the property of Abenteuer Afrika Safari. We request you to treat the proposal as confidential and for your exclusive use - not be to distributed to a third party without our permission. This is an ethical position, which we are sure you will understand.

## **10. General Force Majeur:**

The performance of this Agreement by either party is subject to acts of nature, government authority, disaster, strikes, acts of terrorism, war, civil disorders, or other emergency in the country of residence and/or destination any of which make it illegal or impossible to provide the facilities and / or services for this program. It is provided that this agreement may be terminated for any one or more of such reasons by written notice from one party to the other. In the event that the group cancels, all monies received will be carried forward to the same group and the same number of participants, provided travel falls within a 12-month period. Should you be in agreement please let us have an official confirmation on you letterhead and signed by the legal representative of your company.