



## TERMS & CONDITIONS

### CONTRACT

The contract will become effective as from the date the invoice is completed, and the deposit is received by Jangwa Tours and Safaris CC. The contract is subject to the Namibian Law. Any person making a reservation, accepts the terms and conditions of this agreement set out hereunder.

### HOW TO BOOK

When we receive a booking request, we will prepare a detailed quote and program according to the request. Should the relevant party be interested in the quoted program, we will make provisional bookings at the quoted accommodations. Should these accommodations not be available, we will adjust the program to cater for the availability. These provisional bookings will be held for ten days, whereby the party can decide to accept or cancel. Should the party accept the quotation, a non-refundable deposit will be invoiced.

### DEPOSIT

Upon acceptance of the quotation, the total amount will be invoiced, whereby a 20% non-refundable deposit must be paid to change the status from provisional to confirmed. The balance of the invoice must be paid 45 days prior to arrival.

*DEPOSIT CLAUSE – For any confirmed bookings at Wilderness Safaris, Natural Selection, & Beyond and Namibia Wildlife Resorts, the balance of the invoice must be paid 90 days prior to arrival.*

### CANCELLATION POLICY FOR CONFIRMED BOOKINGS

Any cancellations for confirmed bookings must be done in writing, after which the following charges could apply

- From confirmation to 45 days prior to arrival : 20% of the total booking ( deposit forfeited )
- 30 and less notice : 100% of the total booking

No refund will be made by the Company if, for any reason, inclusions or parts of the tour cannot be carried out / or utilized. These would include all facets such as meals, game drives, accommodation etc. This would also apply to any client who has booked a tour but fails to undertake the tour for any reason.

### GROUP BOOKINGS

- Provisional rooming list and room allocation to be supplied 120 days prior to arrival by the operator holding the rooms. Half the remaining services for which no bookings are being held will then normally be returned to the suppliers.
- Final numbers and room lists must be supplied by the operator holding the rooms, 90 days prior to arrival – from 90 days prior to arrival or cancellation fees could apply

### PRICE CHANGES

The Company reserves the right to increase the price of any tour prior to departure due to factors beyond the control of the Company, such as, without being limited to, and increase in fuel prices, new Government legislation, accommodation price increases, fluctuations in exchange rates, etc.

### RESPONSIBILITY AND LIABILITY

Neither the Company nor any person acting for through and on behalf of the Company shall be liable for any loss or damage whatsoever arising from any cause whatsoever and without restricting the generality of the foregoing shall particularly not be responsible for the loss or damage arising from any errors or omissions contained in its brochure or other literature, late or non-confirmation or acceptance or bookings, loss or damage caused by delays, sickness, injury or death, whether occasioned by negligence or not.