

General Terms and Conditions

- The traveller/agent is responsible for obtaining any necessary visas, travel permits and Travel Insurance.
- The traveller/agent is responsible for determining what, if any, vaccinations, health or safety precautions are necessary or recommended
- All quotations and confirmations are based upon the information provided at the time of confirmation. It is incumbent upon the traveller/agent to ensure all details are correct. C Africa Safaris & Tours will accept no responsibility for any omissions once the traveller/agent has agreed to the final confirmation.
- We reserve the right to amend/increase the cost should there be an increase in fares, taxes, fuel surcharges, security taxes or any other unforeseen increases even following confirmation.
- We further reserve the right to amend/change the itinerary owing to circumstances beyond our control and to ensure the continued enjoyment of the travel program/itinerary.

Payment Policy

- A non-refundable deposit of 25% of the full package/services quoted becomes due and payable upon confirmation of any reservation. Deposits can however be re-allocated only once, within a period of 12 months of the original Travel Date, subject to written notice given 61+ Days prior to arrival date. The applicable price of the new journey applies.
- Final balances become payable on receipt of the official Invoice, and must be reflected in C Africa Safaris & Tours Account no later than 45 days prior to arrival, failing which, the 25% Deposit will be possessed and Services booked will be terminated.
- Where reservations are made within 30 days of the date of arrival, full payment is due within 24 hours of confirmation.
- All bank charges arising from the money transfer must be borne by the remitter.

Cancellation Policy

- 60 - 45 Days prior to arrival date: The full Deposit Payment will be retained
- 44 - 31 Days prior to arrival date: 15 % cancellation fee of the remaining balance
- 30 - 15 Days prior to arrival date: 35 % cancellation fee of the remaining balance
- 14 - 08 Days prior to arrival date: 50 % cancellation fee of the remaining balance
- 07 – 01Days prior to arrival date: 75 % cancellation fee of the remaining balance
- No shows: 90 % cancellation fee of the remaining balance

Please note that all amendments and cancellations must be received and confirmed in writing by C Africa Safaris & Tours. Our cancellation conditions will be strictly enforced in accordance with our standard terms and conditions.

Guests can change or cancel the booking up to 45 days before departure in case of a serious illness. (Medical Documents required) For some accommodation/activity bookings, exclusions and penalties may apply. The guest is responsible for insurance and other related costs. All other standard terms and conditions apply to the booking.

Child Policy

All children under age 18 must be accompanied by an adult. Note that some accommodations require that children below a certain age share a room with an adult and that not more than 2 Children to share a room.

All minors travelling through Namibia, Botswana and/or South Africa borders will be required to produce certified copies of unabridged birth certificates and valid passports. In the event that one parent is not travelling with the child, the other parent's affidavit consenting to such travel should be availed. However, an affidavit will not be required if the father's name does not appear on the child's birth certificate.

Guests travelling with children who are not related are recommended to carry documentation which provides evidence they have permission to travel with the child. CAST cannot be held responsible should the guest, child or any member of the travelling party be denied entry to a country due to non-compliance with a country's requirements. If guest, child or any member is denied entry to Namibia/Botswana etc., the standard Cancellation Policy applies.

Force Majeure Policy

Force majeure means unusual and unforeseeable circumstances beyond the control of this company or the control of our suppliers, the consequence of which neither CAST nor its suppliers, could avoid even with all due care, including, but not limited to, war or threat of war; riot; civil strife; terrorist activity (actual or threatened); industrial dispute; technical problems with transport, machinery or equipment; outages or power failures; natural or nuclear disaster; fire, flood, drought or adverse weather conditions; pandemics, epidemics or outbreaks of illness.

In the event of a cancellation or material alteration to the journey as a result of the circumstances as described in this section, CAST may in its sole discretion:

- Offer the guest(s) alternative travel arrangements or products of comparable standard as may be appropriate in the circumstances. CAST will provide a travel credit (within a period of 12 months) to the guest equal to the value of the trip less any sums CAST is not able to recover from any supplier.

CAST cannot assume responsibility for any other travel related costs like insurance, visas and other travel arrangements, etc.

Important Notes

- Where supplier terms vary, we reserve the right to amend our cancellation and payments policy. This will be notified to you on confirmation.
- In the event that payments are not received by C Africa Safaris & Tours on the due date, we reserve the right to cancel the booking in full and apply our cancellation policy in accordance with the above.
- Dietary requirements can only be accommodated if communicated at the booking stage
- All outdoor excursions & tourist attractions and flights are weather permitting.
- Rates are subject to change due to NAD & ZAR currency fluctuation.
- All services are strictly subject to availability at the time of booking.
- General check-in time at Establishments is 14h00 whilst check-out time is 11h00.
- Should clients need to carry medication, they should ensure that they have a doctor's letter to prove that the drugs are medically necessary and for the personal use of the client.
- Hotel grading's is based on grading allocation by the Namibian Tourism authorities and do not reflect the same standards as Europe.
- The accommodation is subject to availability at the date of booking. We reserve the right to use alternative accommodation of similar or higher standards.
- Smoking is not permitted onboard the touring vehicle. Comfort stops are included en route.

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