

BOOKING TERMS & CONDITIONS

**PLEASE NOTE: OUR OFFICE HOURS: MONDAY TO FRIDAY FROM 08h00 to 17h00.
SATURDAYS & SUNDAYS WE ARE CLOSED.**

Contract

A.1.This contract will become effective as from the date the clients' booking is confirmed in writing, the booking form has been completed and signed, and the deposit, referred to in clause B.1. is received by NAMIBIA TRAVEL CONNECTION (referred to as the Company hereunder in the contract).

A.2."Parties" means collectively NAMIBIA TRAVEL CONNECTION and the Guest, and "Party" means either of them as the context may require.

A.3. The contract is subject to the Law of the Republic of Namibia. "Laws" means all legislation, statutes, regulations (as amended, replaced, or re-enacted from time to time) which may be applicable in the Applicable Jurisdiction.

Booking

B.1.When the booking is made, a 30 % deposit of the total tour price due, is required to confirm the reservation. This is a non-refundable deposit.

B.2.The balance of the Tour price must be received by the Company no later than 45 days prior to the commencement of the tour.

B.3.Bookings made within 45 days of arrival must be accompanied by the full payment.

B.4.All bookings made in the months of July, August, September, October, and November, we require full payment 60 days prior to arrival. Bookings made within 60 days of departure must be pre-paid in full.

B.5.If the full amount, the total Tour price, is not received by the Company as per clause B.3. & B.4., the Company reserves the right to cancel the reservation and retain whatever deposit or other funds it has already received from the client or their agent.

B.6.The client or their agent must ensure that the names provided for the bookings are correct.

B.7. The client or their agent must kindly carefully check that all the dates booked are correct.

B.8. The client or their agent must check that the accommodation establishments and all other services are booked correctly, and if any mistakes are found on the booking, please contact The Company for correction.

B.9.It remains the client's or their agent's responsibility to ensure that the confirmations and relevant documentation sent to them is correct. The Company cannot be held liable for any errors occurring due to incorrect requests sent to us, therefore NO REFUNDS will be processed.

Cancellation Policy

C.1. The cancellation of any Booking will only be valid if made in writing and shall only be effective upon its acknowledged receipt by the Company. No refund will be made by the Company if a client has booked the Tour /Accommodation and for any reason does not undertake the Tour/Accommodation, without having given a written cancellation to the Company prior to their arrival in Namibia.

C.2. As per the Company booking Terms and Conditions the following cancellation fees apply:

Any Amendment of a confirmed booking will incur a 20% Amendment fee in addition to the total cost of the booking. Cancellation of a confirmed booking 61 (sixty-one) days prior to your arrival entails the loss of the deposit as per clause B.1.

Cancellation of a confirmed booking 60 (sixty) days to 45 (forty-five) days prior to your arrival - 50 % of the total Tour Price

Cancellation of a confirmed booking 44 (forty-four) days to 31 (thirty-one) days prior to your arrival – 75% of the total Tour Price

Cancellation of a confirmed booking 30 (thirty) days and less prior to your arrival - 100 % of the total Tour Price

C.3. There will be no refund by the Company if, for any reasons, inclusions or parts of the Tour cannot be carried out and/or utilized. These would include all facets such as meals, accommodation, game drives and any other activities, etc.

Method of Payment

D.1.Payment can be made in form of a Swift Bank Transfer or Bank deposit.

OUR BANK DETAILS ARE AS FOLLOWS:

BANK NAME : STANDARD BANK OF NAMIBIA
LIMITED
BRANCH : AUSSPANNPLATZ BRANCH
REHOBOTHER STREET
AUSSPANNPLATZ
WINDHOEK, NAMIBIA
ACCOUNT NAME : NAMIBIA TRAVEL CONNECTION

ACCOUNT NUMBER: 0 4 1 5 2 1 9 4 3
BRANCH CODE : 0 8 2 6 7 2 0
SWIFT CODE : S B N M N A N X

D.2. Payment can also be made with a recognized Credit Card: VISA, VISA ELECTRON, MASTERCARD

D.3. ALTERNATIVELY, YOU CAN GO TO OUR LINK ON: www.namibiatravel.com/payment. Payment is done via E4F. This option is ONLY available to Foreign Countries and not to SOUTH AFRICA or NAMIBIA. Please NOTE that ZAR is equivalent to the NAD, so on the link payment will be done in NAD.

D.4. PLEASE NOTE that all bank charges are for the Clients' / your account.

Company Responsibility and Liability

E.1. Tours offered by the Company cover a wide spectrum of the African Wilds and neither the Company, its employees or agents can be held responsible for any injury or other related incidents whilst on the Tour / Safari.

E.2. FORCE MAJUERE The Company shall have the right at any time at its sole discretion, to cancel any tour or the remainder thereof or to make any alteration in the route, accommodation price or any other details. This would include any event of any Tour being rendered impossible, illegal, or inadvisable by including without limiting the generality of the foregoing: war, civil commotion, riot, insurrection, strikes, lock-outs, fire, explosion, floods, pandemics and acts of God, or any other interference due to any other cause whatsoever and the Company shall incur no liability in such an event.

E.3. The Party invoking force majeure shall use its best endeavours to terminate the circumstances giving rise to force majeure and upon termination of these circumstances giving rise thereto, shall forthwith give written notice thereof to the other Party.

E.4. The Company may at its sole discretion and without liability or cost to itself at any time cancel or terminate a clients' booking and, without limiting the generality of the foregoing, it shall be entitled to do so in the event of illness or the illegal or incompatible behaviour of any client undertaking the Tour, who shall in such circumstances not be entitled to any refund whatsoever.

E.5. Neither the Company nor any person acting for or on behalf of the Company shall be liable for any loss or damage whatsoever arising from any causes 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-confirmations or acceptance of bookings, loss or damage caused by delays, sickness, injury or death, whether occasioned by negligence or not.

E.6. The person making the reservation shall be fully liable for the total amount due to the Company. Any person or agent thereof making the reservation warrants that he or she has the necessary authority to enter into the contract with the Company on behalf of the person or persons included in the specific booking.

Price, Booking and Routing changes

F.1 All rates quoted in this brochure, or any other quotations issued by the Company are based on rates and tariffs currently available to the Company and may change without prior notice due to the fluctuating exchange rates and other factors beyond the Company's control. This includes increases in fuel above that which has been quoted on applicable to guided tours & fly-in safaris.

F.2. The Company reserves the right to change the price of any Tour prior to departure to unforeseeable changes in the prices of factors such as accommodation price increases, new government legislation etc.

F.3. If the Company increases the price of a Tour, this additional amount must be paid to the Company in full before the departure of the Tour. In the case where this amount is not paid to the Company, the Company reserves the right to cancel the Tour and the client will be liable for the charges as per the Company's cancellation Policy.

F.4. Please note that the Hotels, Lodges, Rest-camps, and Campsites mentioned in the itineraries, can be replaced by similar if no accommodation is available.

F.5. The Company shall at any time have the right to alter, in its entire discretion, the terms of a booking relation to the route, itinerary and accommodation. The Company shall, however, endeavor to offer the client an alternative Tour of comparable standard. Should the Tour be of a lower standard the client will be refunded the difference, but should there be an increase in the price, the client shall have the right to either reject the alternative and obtain a refund of the relevant portion of the original sum contracted, or to accept the alternative and pay the increased cost. In the event of the client rejecting the alternative Tour and claiming a refund, such a rejection shall be treated as a cancellation and the refund will be calculated according to the "Cancellation Policy" of the Company mentioned herein. The client shall have no claim against the Company for any damages arising out of the alternative booking.

Travel Insurance and Visas

G.1. It is the onus and responsibility of the client to obtain a comprehensive Travel and Personal Insurance before departure for any possible cancellation fees, medical expenses, protection of personal property and money.

G.2. Please take note that some Safaris and Tours are covered for all expenses relating to Emergency Evacuation in the event of an illness or accident at any location forming part of the itinerary but there are certain medical exclusions (clients over the age of 75 years are not covered by the above insurance) which the client hereby warrants that he \ she is aware of.

G.3. The client shall warrant to the Company that he/ she is reasonably fit to undertake the Tour.

G.4. The onus is on the client to ensure that passports and visas are valid for the duration of the safari. The Company cannot be held liable for any necessary visas or other travel documents not held by clients.

Health Requirements

- H.1. Some areas in Southern Africa are malaria areas, please consult your doctor with regards to anti-malaria precautions. The Company shall not be held liable for any cases of malaria.
- H.2. Ensure that all the requirements of necessary vaccinations and health precautions are adhered to.
- H.3. Clients' must ensure that they are fit to travel and undertake the Tour/ Safari. The Company shall in no way whatsoever be held liable for any injury and / or illness incurred by the client during the Tour / Safari and hereby indemnifies the Company against any claim relating hereto whatsoever.
- H.4. it is imperative that The Company be advised of the ages of guests travelling and if guests have any medical conditions.

Baggage

- I.1. With reference to the "Baggage Allowance" clients' are limited on "Overland Safaris" to one (1) suitcase or soft bag weighing no more than 20 kilograms and with a maximum size of 66 cm in length. For "Fly-In Safaris" or "charter services" please note that luggage is limited to 10 kilograms per person in soft bags only. This does not include photographic equipment and one small overnight personal holder.
- I.2. The Company shall be entitled to refuse to carry any excess baggage as per clause I.1.
- I.3. Due to the rugged terrain, the Company cannot be held liable for the damage to or loss of personal items including bags, contents of bags or photographic and related equipment. Due to the dusty conditions please ensure that all bags and suitcases are "dust proof" wherever possible.

Airline Clause

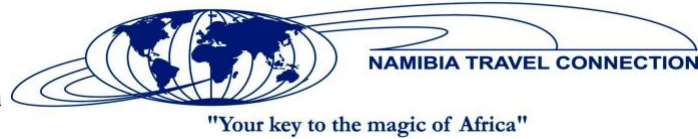
- J.1. The Company will act as the agent of the client when booking the client with an airline or charter service. The client therefore contracts with the airline or charter service and not the Company, therefore the Company cannot be held liable for any cancellation, delays, loss of luggage or any other inconvenience and/or expense the client has incurred as a result of the airline or charter service.

Claims:

- K.1.Please note:** Should you experience any problems with the allocated rooms or have any other complaint with the booking we made for you, please insist to speak to a manager on site. Please get the name of the Person you spoke to as this is needed when raising a complaint.
- K.2.You should also phone our 24-hour emergency number immediately, so we can try and resolve any issues immediately. Also get the name of the consultant who assisted you and make a note of the time you spoke to them.
- K.3.Unfortunately, any complaint raised after your stay where the necessary steps were not followed, cannot be accepted or actioned.
- K.4.Claims are to be submitted to your booking agent or Namibia Travel Connection within 10 days upon departure from Namibia. Any claims submitted after 10 days will not be considered.

I HAVE READ, UNDERSTOOD AND AGREE WITH THE ABOVE BOOKING TERMS AND CONDITION AND CANCELLATION POLICY.

Tel: + 264-61-246 427
 Fax: +264-61-246 428
 Cel: +264 81 124 3042
 Email:travel@ntc.com.na
 Web:namibiatravel.com



Atlas House
 6th Floor, Office 22
 Sam Nujoma Drive
 P.O. Box 90466
 Windhoek, NAMIBIA

BOOKING FORM

Please spend some time filling out this form; the information is of importance to Namibia Travel Connection as we gain an insight into any special requests you may have as well as your likes and dislikes. All information supplied is confidential. Completion of this form is compulsory.

Travel Agency (if applicable)	
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Surname	First Name	Date of Birth	Passport No	Nationality	Approximate weight - for air charter only

Travel Details	
Arrival date & full flight details:	
Departure date & full flight details:	

Please indicate as to which client the below information may be applicable to

Additional Information	
Any special medical conditions?	
Any special interests: birding etc.?	
Any special dietary requirements?	
Profession / Interests & hobbies?	

Travel Insurance	
Travel Insurance Company	
Policy Number	

Emergency Contact details	
Full Name and Relationship	
Contact Telephone Number	

Declaration: I have read, understood and accept on behalf of the person listed above the booking conditions which form part of the contract and am duly authorized to sign on behalf of the people listed above.

Signature: _____

Date: _____