

STANDARD TERMS AND CONDITIONS

The provisions covering booking procedures and liabilities are listed below whilst product inclusions and exclusions are contained in our quotations.

BOOKING PROCEDURES FOR GUESTS

- Provisional bookings are held for consecutive days after which the booking is automatically released.
- Each booking must be requested in writing. A provisional booking will be held until such time as (max 14 consecutive days):
- the booking is confirmed in writing;
- The booking is acknowledged in writing by Unseen Namibia Safaris; and
- A deposit of 50% for the booking is received by Unseen Namibia Safaris to secure the reservation.
- All bookings made in respect of Unseen Namibia Safaris/or our partner products and services are subject to the terms and conditions specified by the supplier of the services booked. On written request we will advise of the identity of the supplier and provide a copy of the supplier's terms and conditions.
- Duplicate reservations may not be held either directly or indirectly.

ITINERARY AND SCHEDULE CHANGES AND LIABILITY

Although every effort is made to adhere to booked schedules and itineraries, Unseen Namibia Safaris reserves the right and may even be obliged to occasionally cancel a safari or change travel arrangements, as a result of a change in circumstances. Such circumstances may include, but not be limited to:

- safety reasons, seasonal rainfall, unsafe airfields, game migrations from one region to another, airline or other booking problems, unscheduled camp/lodge closure (including but not limited to closure due to fire, flood, adverse weather damage etc), strike, war or government or other interference.

Unseen Namibia Safaris cannot be held liable for any change or resultant delay nor will any such change constitute a reason for a refund either in full or in part. Any additional expenses will be the responsibility of the guest.

PRICING

We will do our utmost to honor our published prices however should there be any unforeseen increases in fuel costs, currency fluctuations and/or government levies/taxes prices we would need to be surcharged or adjusted accordingly.

DEPOSIT, PAYMENT AND CANCELLATION FEES

- Bookings will only be confirmed upon payment of a 50% deposit.
- The balance of the total cost due is payable four (4) weeks prior to travel date directly to the account of Unseen Namibia Safaris, without deduction of bank- or any other charges.
- Each leg of the itinerary is quoted in a particular currency. Payment of the amount due in respect

- of each part of the itinerary should be made only in the currency invoiced.
- Cancellations will only become effective upon written acknowledgment by Unseen Namibia Safaris of the receipt of notification of the cancellation.
 - The cancellation fees set out below are applicable to any canceled travel arrangements: More than 12 weeks: 50% of the deposit will be kept to cover non refundable deposits paid towards secured accommodation.
Less than 12 weeks: 100% of the deposit.
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
 - Should a guest fail to arrive, Unseen Namibia Safaris will be entitled to treat the reservation as canceled without giving notice and a 100% cancellation fee will apply.

BANKING DETAILS

Banking details will be provided on invoices and statements once transactions commence. Please pay careful attention to the banking information and requirements as your account will remain your responsibility until payment is received into the appropriate bank account as specified in our commercial documentation.

INSURANCES

Comprehensive and adequate travel insurance is a condition of travel. The responsibility lies solely with the Agent to ensure that their guests carry the correct comprehensive travel- and medical insurance to adequately cover any eventuality during the course of their trips.

This insurance should include cover in respect of but not be limited to the following eventualities:

- Cancellation or curtailment of the safari for any reason whatsoever, emergency evacuation expenses, all medical expenses including emergency assistance, accidental death and disability, repatriation expenses, damage/theft/loss of personal baggage, goods and money and any personal effects.

Unseen Namibia Safaris, including its representatives, employees and agents assumes no responsibility for any costs or losses incurred or suffered by guests or any third party, in respect of but not limited to any of the aforementioned eventualities.

Guests will be charged directly by the relevant service providers for any emergency services that they may require whilst traveling, and may find themselves in a position of being unable to access such services should they not be carrying the relevant insurance cover.

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