CARD PAYMENT TERMS & CONDITIONS

Unseen Namibia Safaris and Vehicle Rentals CC | 25 October 2026

1. Description of Services

Unseen Namibia Safaris and Vehicle Rentals CC, trading as Unseen Namibia Safaris, is a Namibian tour operator offering private guided safaris, customised itineraries, self-drive holidays, fly-in safari arrangements, accommodation bookings, guided excursions, transfers and 4x4 safari vehicle rentals.

2. Booking and Service Confirmation

Subject to successful receipt of payment and confirmation of availability, safari and vehicle rental reservations will normally be processed within 24 hours. Confirmation is sent by email. Payment alone does not guarantee availability until the booking has been formally confirmed in writing.

3. Deposits, Cancellations and Refunds

Bookings are subject to our Standard Terms & Conditions below, including a 50% booking deposit, the remaining balance payable 45 days before scheduled arrival, and the published cancellation fee schedule. Approved refunds are processed to the original payment method where possible, subject to payment-provider procedures and applicable law.

4. Customer Privacy

We take reasonable measures to safeguard customer personal information collected through enquiries, reservations and payment processes. Please refer to our separate Privacy Policy for information on collection, use, sharing, retention and privacy rights.

5. Accepted Payment Methods

Payments may be made by Visa, Mastercard, electronic funds transfer (EFT) or bank transfer. Online card payments are processed through DPO Pay / PayGate. Official bank details are provided on authorised invoices or payment documentation.

6. Card Acquiring and Security

Online card transactions are processed through DPO Pay / PayGate and the relevant acquiring bank. Card details are entered in the payment provider's secure payment environment. We do not store customers' full payment card details on our website.

7. Customer Information and Card Details

Customer booking information is maintained separately from payment card information submitted directly to the payment gateway. Customer records are retained as necessary for reservations, invoicing, communication and legal obligations.

8. Merchant Country and Transaction Currency

The merchant outlet country is Namibia. Online card payments are transacted in Namibian Dollars (NAD). Cardholders using foreign-issued cards may incur conversion charges or international fees imposed by their issuing banks.

9. Merchant Responsibility

Unseen Namibia Safaris and Vehicle Rentals CC is responsible for the services sold through its website, booking administration, customer service, transaction-related support and handling customer disputes, subject to applicable law.

10. Country of Domicile and Governing Law

The website is operated from Namibia. These terms are governed by the laws of the Republic of Namibia, subject to mandatory protections that may apply. Our physical address for notices and correspondence is 10 Desert Oasis, Auob Street, Kramersdorf, Swakopmund, Namibia.

11. Changes to Terms

We may amend these terms and publish updated versions on our website. Changes will not retrospectively alter confirmed bookings unless permitted by law or agreed with the customer.

12. Company Information

Unseen Namibia Safaris and Vehicle Rentals CC, registration number CC/2022/09964, is registered in Namibia and trades as Unseen Namibia Safaris.

13. Contact Details

Registered company: Unseen Namibia Safaris and Vehicle Rentals CC
Trading name: Unseen Namibia Safaris
Registration number: CC/2022/09964
Physical address: 10 Desert Oasis, Auob Street, Kramersdorf, Swakopmund, Namibia
Email: info@unseennamibia.com
Telephone: +264 81 484 3404
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