STANDARD TERMS & CONDITIONS

Unseen Namibia Safaris and Vehicle Rentals CC | Effective 25 October 2026

1. General Terms

These terms govern safari tours, travel arrangements, accommodation bookings, guided excursions, transfers and related services arranged by Unseen Namibia Safaris. Inclusions and exclusions are set out in the individual quotation, itinerary or booking confirmation. Separate vehicle rental agreements may apply.

2. Booking Procedures

All booking requests must be made in writing. Provisional bookings may be held for a maximum of 14 consecutive days, subject to availability and supplier conditions. A booking is confirmed only once requested and acknowledged in writing and the required 50% deposit has been received. Unconfirmed provisional reservations may be released. Duplicate reservations for the same services and dates are not permitted. Third-party services may be subject to supplier conditions, available upon written request.

3. Deposits and Payment Terms

A deposit of 50% of the total booking value is required to secure a reservation. The **remaining 50% balance is payable no later than 45 days before scheduled arrival.** For bookings made within 45 days of arrival, full payment (100%) is required at confirmation unless otherwise agreed in writing. Payments must be made in the invoiced currency without deduction of bank or transfer fees. Late payment may result in cancellation, subject to written notification and applicable cancellation conditions.

4. Cancellation and Refund Policy

Cancellation requests must be submitted in writing. Fees are based on the period between receipt of the written cancellation request and the scheduled tour commencement date:

Cancellation period	Cancellation fee
More than 12 weeks before arrival	50% of deposit
12 weeks to more than 4 weeks	100% of deposit
4 weeks to more than 3 weeks	50% of total tour price
3 weeks to more than 2 weeks	60% of total tour price
2 weeks or less before arrival	100% of total tour price
No-show / failure to arrive	100% of total tour price

Fees may reflect non-refundable supplier commitments. Any refund due will be calculated after applicable cancellation fees and processed via the original payment method where possible. Mandatory consumer rights and applicable law take precedence. The 45-day final payment deadline is separate from the cancellation schedule.

5. Itinerary and Schedule Changes

We make reasonable efforts to operate tours as confirmed, but may need to change arrangements because of weather, floods, unsafe roads or airfields, wildlife movements, airline or transport disruption, lodge closure, fire,

strikes, unrest, war, government restrictions or other safety and operational circumstances. We will endeavour to notify guests and offer reasonable alternatives. Additional costs, refunds and other remedies depend on the circumstances, supplier conditions and applicable law. Nothing excludes liability that cannot lawfully be excluded.

6. Pricing and Surcharges

We endeavour to honour confirmed prices. Where permitted by the booking agreement and law, significant unforeseen changes in fuel prices, exchange rates, government taxes or statutory levies may require adjustments. Any proposed increase will be explained to the customer before additional payment is requested.

7. Payment Methods and Banking Details

We accept Visa, Mastercard, EFT and direct bank transfers. Card payments are processed through DPO Pay / PayGate. The merchant country is Namibia and the online transaction currency is NAD. Foreign cardholders may incur bank conversion or international fees. Official banking details are supplied in authorised payment documents; unexpected changes should be verified directly with us.

8. Travel and Medical Insurance

Comprehensive travel and medical insurance is a condition of participation in safari tours. Guests must arrange suitable coverage for cancellation or curtailment, emergency medical treatment, evacuation and repatriation, accident, disability, death, loss or damage to belongings, travel delays and personal liability where appropriate. Guests must check the adequacy of their coverage. Emergency service providers may require payment or proof of insurance. Our responsibility remains subject to applicable law.

9. Guest Responsibilities

Guests must obtain valid passports, visas, permits and other required documents; follow reasonable guide and provider safety instructions; respect communities, wildlife and conservation regulations; and disclose relevant accessibility, dietary or travel requirements when requesting arrangements.

10. Third-Party Service Providers

Independent accommodation, transport, airline, activity and other tourism suppliers may provide parts of the itinerary. Additional supplier-specific terms may apply and can be supplied upon reasonable written request. Our responsibilities remain subject to the booking agreement and applicable law.

11. Liability and Safety

We exercise reasonable care and skill in arranging and delivering services. Safari travel can involve wildlife, remote locations, difficult terrain, extreme weather and limited emergency access. Guests must follow safety instructions and take reasonable precautions. Nothing excludes or limits liability where prohibited by applicable law.

12. Force Majeure

Extraordinary events beyond our reasonable control, including natural disasters, severe weather, pandemics, government restrictions, unrest, war and major transport disruptions, may prevent or delay performance. We will make reasonable efforts to communicate and explore alternatives. Refunds, credits and additional charges depend on the circumstances, supplier agreements and applicable law.

13. Customer Privacy and Payment Security

We take reasonable measures to protect personal information. Online card transactions are processed through DPO Pay / PayGate and full card details are not stored on our website. Please consult our separate Privacy Policy.

14. Governing Law

These terms are governed by the laws of the Republic of Namibia, subject to mandatory protections applicable to customers. Booking or payment disputes should initially be referred to us for resolution.

15. Changes to Terms

We may update these terms and publish changes on our website. Updates will not retrospectively alter confirmed bookings unless agreed or permitted by law.

16. Company Information and 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
Website: www.unseennamibia.com

Errors and Omissions Excepted (E. & O.E.)