



## Terms and Conditions

### Payments.

The price is quoted in South Africa Rand/Namibia Dollar and is nett payable irrespective of any exchange rate fluctuations.

Bank, Credit Card, transfer and/or other charges to be paid by client.

The deposit, 40% of tour price, is non refundable.

Deposit received confirms reservation/booking.

No departure before full payment is received.

Full payment received confirms acceptance of final quotation, terms and conditions and indemnity.

Services and itinerary as per accepted quotation apply.

E. Safaris & Tours reserves to change their quotation and/or price if pricing conditions change due to information withheld, by client/s, prior to original quote.

### Cancellation.

A “no show”, by a client, at pre-arranged place and time, constitutes a cancellation by the client.

Client misbehaviour, at any time on tour, may, at the discretion of the guide, result in termination of the tour. This constitutes a cancellation by the client/s.

Aforementioned cancellations 1 + 2, will result in all monies forfeited. In addition the client/s may be held responsible for any further costs arising from such an action.

E. Safaris & Tours is not responsible for airline, public transport or other transportation contractor delays. If informed timeously, of such incident, E. Safaris & Tours may re-schedule the tour with the client liable for extra costs incurred.

### Force Majeure.

E. Safaris & Tours can not accept liability or pay compensation, where the performance or prompt performance of our contractual obligation is prevented or effected by reasons or circumstances beyond our control. This includes any event that we, E. Safaris & Tours, could not foresee or avoid.

e.g. War or threat of war, civil strife, natural or nuclear disaster, industrial or labour dispute, terrorist activity, fire, adverse weather or similar events.

E. Safaris & Tours, on their part, WILL NOT cancel a fully paid up tour.

E. Safaris & Tours is not responsible for booked tour and/or itinerary interruption resulting from client/s constitution, behaviour and/or demands. Client/s responsible, will be liable for costs incurred.

E. Safaris & Tours reserves the right, during the tour at the discretion of the guide, to change:

THE ITINERARY, due to unforeseen weather and terrain conditions.

ACCOMMODATION, when confronted with sub-standard services and/or facilities.

In such cases E. Safaris & Tours will strive to provide an alternative at similar value as quoted.

**Participation** by client: as indicated on accepted quotation.

FULLY GUIDED TOURS: The guide is responsible for all duties. Your assistance/help is highly appreciated

PARTICIPATION TOURS: Everyone is expected to help with all chores. Guide is responsible for organization, planning and shopping for items/supplies in line with the accepted quotation.

### **Client Responsibility.**

CLIENT/S MUST:

Have adequate luggage and personal travel insurance and Medical cover.

Provide for own prescribed medication.

Ensure that they are in possession of legal and valid travel documents.

Limit luggage to one bag, max 20 Kg. Excludes photographic equipment.

### **Indemnity.**

E. Safaris & Tours is not responsible for any loss of, or damage to personal items/possessions.

E. Safaris & Tours is not responsible for injury or damage to a person, unless negligence on the part of E. Safaris & Tours is proven. **Domicila Citande et Executandi, Bowker Str 40. Windhoek. Namibia.**

### **Authority on Safari.**

At all times the decisions made by the E. Safaris & Tours tour guide shall be final.

Our tour guides are encouraged to consult with tour participants.

### **Meals:**

As per accepted quotation.

B&B = Breakfast only.

DBB = Dinner and breakfast only.

FB = Full board, breakfast/lunch/dinner.

On all our tours we include "en route" refreshments.

Breakfast and dinner are "sit down at table" occasions.

Lunches will be a snack or picnic as per daily time table or itinerary progress.

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E.Safaris and Tours

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### **Special requests/Client information:**

Special requests must reach us at least 30 days prior to tour departure.

On pre-reservation notice, E. Safaris & Tours will provide meals in accordance with client requests in respect of vegetarian, vegan, religious or medical dietary requirements.

We must be informed of clients physical/medical condition.

Full client information, as per our "Client Information Request" form, must reach us at least 30 days prior to tour departure. This form will be forwarded prior to reservation

### **Problems:**

Should client/s have a problem or be unhappy with any aspect of the arrangements while on tour, the issue must be addressed with the guide, to ensure possible correction during the tour. Complaints may also be directed at an agent or agency, where such agent or agency directly traded the tour product with E. Safaris & Tours. The client/s must inform E. Safaris & Tours of such issues, in writing, within 48 hours of an incident having caused such.