

NAMIBIA JOURNEYS – TOURS & SAFARIS



**THE JOURNEY
OF A
LIFETIME**

www.namibiajourneys.com

(local) 084 800 8300
(international) +27 84 800 8300
safari@namibiajourneys.com | info@namibiajourneys.com
www.facebook.com/namibaself

We Provide
Accommodation reservations
Camping arrangements
Vehicle hire, itinerary & routes

Terms and Conditions

Contract

NAMIBIA JOURNEYS TOURS AND SAFARIS CC undertake to provide all services offered subject to terms and conditions set out herein, which terms and conditions are accepted by the guest.

Definition

The company refers to NAMIBIA JOURNEYS TOURS AND SAFARIS CC. Clients' means: Individuals, groups, companies or legal persons using the services offered by NAMIBIA JOURNEYS TOURS AND SAFARIS CC and includes the agents and passengers.

Bookings/Confirmations

When the tour is confirmed, a 50% deposit of the tour price is required within 30 days of confirmation. The balance of the tour price must be settled not later than 65 days before the tour/safari commencing date. If the full amount, is not received by the Company 65 days prior to the tour, the Company reserves the right to cancel the reservation and retain a 20% non-refundable deposit, received from the client or his agent. Bookings made within 30 days of the departure date must be accompanied by the full payment.

Bank Details – International Payments USD

Account Name:	Namibia Journeys Tours and Safaris CC
INT Payments-Bank:	First Rand Bank Limited, 4 Merchant Place Sandton South Africa 2196
Country:	South Africa
USD Account Number:	63101424222
Type:	Current/Cheque Account
Swift Code:	FIRNZAJJXXX
Proof of Payment:	Email to - info@namibiajourneys.com

Bank Details – International Payments ZAR

Account Name:	Namibia Journeys Tours and Safaris CC
Bank:	First National Bank
Country:	South Africa
Account Number:	62736649338
Type:	Current/Cheque Account
Swift Code:	FIRNZAJJXXX (Only applicable for international payments)
Proof of Payment:	Email to - info@namibiajourneys.com

Quotation

Subject to ZAR/NAD/USD/EURO/GBP or any other currency EXCHANGE rate. In all cases, the ZAR rate much matched.

Cancellations for Individuals

Cancellations made more than 30 days prior to arrival will not normally result in cancellation fees being charged. However, NAMIBIA JOURNEYS TOURS AND SAFARIS CC reserve the right to cover any costs incurred or charges received from suppliers up to the date of cancellation.

In the event of services cancelled 30 days or less, prior to arrival, the following cancellation fees applies:

30 – 15 days – 50% of total fare, 14 – 7 days – 75% of total fare, 7 – 0 days – 100% of total fare

We recommend that you ensure that you have adequate personal cancellation insurance cover before departure from home.

Cancellations for Groups

A definition of a group: More than 1 person travelling together sharing accommodation, vehicle or special interest.

Cancellation/s from a member/s in a group will result in the following:

- A. Retaining of 20% deposit.
- B. The retaining and distribution of the balance payment for the increased cost per person occurred for the rest of the group with regards to accommodation, single-supplement, group activities and or any special arrangements/ cost agreed to, prior to the safari.
- C. The surplus balance is due to the group participant/ member.
- D. We recommend that you ensure that you have adequate personal cancellation insurance cover before departure from home.

Responsibility

NAMIBIA JOURNEYS TOURS AND SAFARIS CC are not responsible for any damages sustained by any passenger because of any act or omission whatsoever of any hotel, airline or other person, notwithstanding the fact that NAMIBIA JOURNEYS CC acted as agent of such hotel, airline or other person.

Authority on Tour

The client must always comply with the laws, customs and foreign exchange regulations of all countries visited during the tour. In addition, the client acknowledges that any disruptive, dangerous, abusive, bullying tactics or potentially dangerous behavior on tour shall not be tolerated. The client must always respect the peace and solitude of all the other clients whilst touring. Agents and/or contractors being so authorized reserve the right to exclude and remove the client from the tour at any point therein in such circumstances.

NAMIBIA JOURNEYS TOURS AND SAFARIS CC shall not be liable for any costs and/or expenses for the client resulting for exclusion as aforesaid, and the client shall not be entitled to a refund or rebate of the tour price or any additional compensation in such instances.

Health

You must be in perfect health to undertake any safari. You will visit remote areas with little or no medical facilities. NAMIBIA JOURNEYS TOURS AND SAFARIS CC will only apply limited first aid as per their FIRST AID training and limitations there-off.

Insurance

Comprehensive Travel Insurance covering cancellation, curtailment, medical, emergency travel and personal accident is compulsory. The client is aware that it is his responsibility to arrange adequate insurances. The clients must be satisfied that their insurance covers their personal requirements.

Luggage

Baggage on tours will be limited to a maximum of 20kgs per person or otherwise stated.

Travel Documents

You will require a valid passport. Please check with us, your local consulate or travel agent as to visa and passport requirements. It is your responsibility to ensure that your passport, visas and certificates are all in order before departure. We cannot be held liable for any passenger being refused entry into NAMIBIA/ BOTSWANA/ ZIMBABWE for any reason whatsoever.

Marketing

The Company reserves the right to use any photographs and video taken during tours for use in marketing or any other advertising material and the client hereby gives consent of such photographs to be used and for the Company for marketing purposes.

Force Majeure

Unforeseen circumstances including war, weather, riots, and other unforeseen reasons beyond the control of the Company may cause delays or alterations to the tour. The Company shall not be held liable in any way for any of these possible occurrences or any consequences, which may arise because of these.

Accommodation

Accommodation will be provided as per itinerary. Accommodation is subject to availability at date of booking. We reserve the right to use alternative accommodation or similar.

COVID or MPOX Travel restrictions

Unforeseen border closures and or flight cancellations due to the Corona pandemic will not necessarily result in forfeiting any monies paid to NAMIBIA JOURNEYS TOURS AND SAFARIS CC and both parties can agree on the following options:

1. Move the accommodations as per confirmed itinerary to suitable dates agreed by both parties or request a full refund from NAMIBIA JOURNEYS TOURS AND SAFARIS CC
2. NAMIBIA JOURNEYS TOURS AND SAFARIS CC are a registered Tour Operator and therefore acts as a 3rd party.
3. Our good relationship with our financially sound establishment portfolio will provide you with peace of mind, should a refund be requested.
4. A Doctor's certificate will be required for refund purposes if tested COVID/MPOX positive prior to the travel date.
5. If NAMIBIA JOURNEYS TOURS AND SAFARIS CC should book internal flights, we are only acting as a 3rd party, and a refund will be requested from the Airline but also subject to their T's and C's.
6. International flights are subject to the Airline's T's and C's.