

Terms & Conditions

Quotations and Pricing:

Services are quoted on rates available at the time.

Unless otherwise specified rates are quoted in Namibia Dollar (NAD). Rates published in foreign currencies are converted at the current exchange rate. Hansen's Booking Agency cc reserves the right to adjust rates according to currency fluctuations until final payment has been received.

Prices are inclusive of Namibian VAT

Prices are exclusive of commission and banking fees.

Rates are subject to change in the event of unforeseen increases by suppliers, fuel increases, Government levies and taxes or any other factors beyond our control.

Rates are only valid for the dates stated on the quotation.

Quotations are estimates of travel price and subject to availability. Hansen's Booking Agency cc reserves the right to substitute quoted services with alternatives, should original services not be available.

The travel price will be adjusted to the final confirmation.

Bookings and Confirmations:

By written acceptance of the quotation the client agrees to the terms and conditions herein.

A 20 % deposit of the quoted travel price is payable upon acceptance of quote.

Different conditions for group tours may apply.

The final confirmation is binding. Any changes thereafter will incur an administration fee of NAD50 per accommodation.

If the travel dates are changed, the tour is regarded as cancelled and a new arrangement booked. Conditions apply.

Group Policy:

90 days before arrival the first provisional rooming list is required. Should less than 25 % of the blocked rooms be sold, the tour will be cancelled. If less than 50% of the blocked rooms are sold, 25 % of the blocked rooms be released. A 20 % non-refundable deposit of the remaining allocation is payable.

60 days before arrival an updated provisional rooming list is required. Should less than 75 % of the original amount of blocked rooms be sold, 50 % of rooms will be released.

45 days before arrival, the final rooming list is required and cancellation fees according to the cancellation policy apply

Payments:

The invoice will be issued upon final confirmation and is payable at least 45 days before arrival.

Travel documents will be sent when full payment has been received.

Bookings received within 45 days before arrival need to be paid within 3 days of final invoice and no later than 72 hours prior to arrival, whichever is first.

Method of Payment:

* Bank Transfer (SWIFT) and Electronic Funds Transfer (EFT) in Namibia Dollar or South African Rand, free of any charges and deductions.

An official bank receipt or electronic payment confirmation is required to trace your payment. If services are not paid up in full by the travel date, Hansen's Booking Agency cc reserves the right to cancel all arrangements and to claim compensation for any possible damages suffered.

Cancellation Policy:

Cancellations are valid on date of written notice received by Hansen's Booking Agency cc. Fees apply as follows:

Up to 46 days before arrival	20 % of total tour price
45 to 31 days before arrival	40 % of total tour price
30 to 16 days before arrival	50 % of total tour price
15 to 7 days before arrival	60 % of total tour price
6 and less days before arrival	80 % of total tour price
No shows & Early Departures	100 % of total tour price

Certain suppliers have more stringent cancellation policies, the details of which will be made available upon quotation. These will be applicable over Hansen's Booking Agency cc general cancellation policy.

Should travellers depart before completion of tour, no refund will be given and no credit will be granted.

Responsibility:

Southern Africa has little modern infrastructure, sparse population and vast remote areas. While every endeavour has been made to ensure smooth execution of travel plans, unforeseen factors can necessitate impromptu changes of itinerary or present temporary inconveniences until assistance is available.

Hansen's Booking Agency cc will undertake appropriate measures to remedy variations and delays as soon as reasonably possible.

Insurance & Liability:

Hansen's Booking Agency cc is not responsible for any costs incurred due to changes caused by natural disasters or other factors beyond our control.

All travellers are required to have adequate travel insurance for emergency medical assistance and evacuation. Proof of insurance may be requested.

Adequate cancellation and curtailment cover as well as luggage insurance are recommended.

Hansen's Booking Agency cc accepts no liability for the death, injury, sickness or damage to any person or property.

Traveller Responsibility:

Hansen's Booking Agency cc endeavours to provide current and comprehensive travel information but does not accept responsibility or liability for omissions or inaccuracies.

Travellers shall inform Hansen's Booking Agency cc of any factors and physical restrictions relevant for selection of travel routes, accommodation and activities.

Travellers should be familiar with the itinerary and conditions of travel in Southern Africa.

Travellers need to ensure that passports, visas and health certificates are valid for travel to each destination.

Travellers shall adhere to the regulations of the legal authorities of Southern Africa.

Conditions of Guided Tours:

Travellers shall accept and follow all reasonable instructions given by the guide. Failure to comply could cause harm to the group or individual.

Travellers should take every endeavour to positively contribute to the harmony of the group.

Hansen's Booking Agency cc or the guide shall be informed of any dietary requirements,

ailments, disabilities or other conditions that might affect the wellbeing of the traveller.

Group members are subject to seat rotation throughout the tour to allow each participant a fair chance of front and window seats.

Luggage is restricted to one suitcase and one hand luggage per person. Duffel bags are preferred and no hardshell suitcases are allowed. Luggage should be clearly marked.

Smoking is not permitted on the vehicles. Rest stops will be made periodically that will allow traveller to smoke outside.

Travellers should dispose of refuse responsibly without burdening the environment.