

NTC BOOKING TERMS AND CONDITIONS and CANCELLATION POLICY

PLEASE NOTE OUR OFFICE HOURS : MONDAY TO FRIDAY FROM 08h00 to 17h00. SATURDAYS & SUNDAYS WE ARE CLOSED.

Namibia Travel Connection is not responsible for any delay or cancellation of flights or loss of luggage – please ensure comprehensive travel insurance is taken from point of departure.

Please note: Luggage space in all vehicle types is limited, therefore please travel with soft bags rather than hard suitcases.

Please note: The above tour price is based on current tariffs and rates are subject to change due to fluctuating exchange rates or other factors beyond our control.

The above tour price is a quotation only - no reservations have been made. Should alternative accommodation / suppliers be required, the prices may change.

Rates are valid for travel on the specified dates.

The Company policy requires a written confirmation and a 30% non-refundable deposit of the full amount of the tour price to confirm the reservation, along with the completed Booking Form (see attached). The deposit will be calculated on the entire number of participants on the tour, and only after receiving the deposit payment will we confirm the tour.

The balance is due no less than 45 days prior to the departure date. If the tour is booked 45 days before departure, we will require the total payment immediately and within 7 days of confirmation of the Tour.

FOR TOURS From JULY to NOVEMBER WE REQUIRE WRITTEN CONFIRMATION AND FULL PAYMENT 60 DAYS PRIOR TO THE COMMENCEMENT of the TOUR.

Proof of payment must be sent to the Company and only once the funds have cleared into our account will receipt of payment be confirmed.

As per the Company booking Terms and Conditions the following cancellation fees apply. Once the tour has been confirmed in writing, if the client cancels, they will be liable for cancellation fees as follows:

- Up to 61 days before start of the Tour: full deposit (30% of the total tour price)
- 60 to 45 days before start of the Tour: 50% of the total tour price
- 44 to 31 days before start of the Tour: 75% of the total tour price
- 30 to 0 days before start of the Tour: 100% of the total tour price

No refund will be made by the Company if a client has booked the Tour and for any reason does not undertake the Tour, without having given a written cancellation to the Company prior to the start of the tour and received a response from the Company.

1. This website is managed by Biggestleaf Media in partnership with Namibia Travel Connection who handle all the enquiries and bookings. We are not affiliated to any of the establishments nor Namibia Wildlife Resorts (NWR) and are merely providing a comprehensive online guide and booking portal.
2. Please read online reviews (e.g. Trip Advisor etc) about the establishments that you are wanting to book to ensure you are happy with what you are booking. We are only an agent and cannot be held liable for the state of the infrastructure and service that is provided at the Establishments and/or Parks.
3. Please ensure that the names provided for the bookings are correct.
4. Please kindly carefully check that the dates booked are correct.
5. Please check that the accommodation establishments and all other services are booked correctly, and if any mistakes are found on this booking please contact us for correction.
6. It remains your responsibility to ensure that the confirmations and relevant documentation sent to you is correct. We cannot be held liable for any errors occurring due to incorrect requests sent to us, therefore NO REFUNDS will be processed

YOUR SIGNATURE BELOW INDICATES THAT YOU HAVE **READ**, **UNDERSTOOD** AND **AGREE** WITH THE ABOVE BOOKING TERMS AND CONDITION AND CANCELLATION POLICY.

.....
GUEST NAME AND SURNAME

.....
GUEST'S SIGNATURE

.....
DATE