

KIENITZ TOURS & SAFARIS CC

Valid for the following business branches : for the season 2011/2012

www.natron.net/kienitz-safaris
www.join-us-in-namibia.com
www.jagen-in-freier-wildbahn.com



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Kienitz Tours & Safaris CC, PoBox 277, Outjo / NAMIBIA Tel. ++264-81-124 5612 and 081-333 0218

email joinus@iway.na info@join-us-in-namibia.com namibia@jagen-in-freier-wildbahn.com

**We are registered with the NAMIBIAN TOURISM BOARD for Trophy Hunting TPH oo238, Booking Office B00 ooo28
Tour & Safari Operation TSO oo104**

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COMMON BUSINESS RULES AND REGULATIONS

R&R for hunters

Taxes

15% VAT (value added tax) will be charged for all our daily fees as well as our transfer rates and safari days. No VAT has to be charged for the trophies that will be exported via an exporting agent. If time allows and the hunter takes the trophies along himself, Vat 15% has to be charged additionally on all trophy rates.

Booking / Pre-payment for hunt

Pre-payment

The total amount for hunting days is to be paid on date of booking to receive your confirmation for your hunt.

Rest-payment

Trophies will be charged on site after your successful hunt according to the individual price list in N\$ or according to your special package/offer.

Additional Bookings – after your hunt

See R&R for tours.

Alterations - Cancellations

have to be done in writing. Please get in contact with us personally and in time for us to be able to offer you alternative solutions if possible. The following cancellation fees apply:

Cancellation fees

60 days and less before your hunt starts the pre-payment for the daily hunting fees are forfeited (if no replacement hunting booking is found for the same period of time).

Cancellation fees for additional tours

See R&R for tours.

Indemnity Form – Health requirements

Every hunter is asked to sign an indemnity form as soon as he enters the hunting destination. The African farm hunt and especially the mountain wilderness hunt will ask every participant to ensure an extra-ordinary fitness status, influenced by the extreme climate in Namibia. We therefore have to make it a special pre-requisite to have a physical check-up before your African hunting experience.

Not included in price

Air flight tickets and all costs involved (e.g. airport taxes), insurances (cancellation, sickness, transport fees), additional daily fees and further expenses if the tour plan will be changed on site (add. hotel accommodation on day of arrival or departure – change of tour itinerary) as well as tips.

R&R for tours

Taxes

15% VAT (value added tax) will be charged for all our transfer rates and safari days, as well as for the vehicle rental and accommodation rates.

A 2 % bed levy has to be charged for every accommodation and paid over to the Namibian Tourism Board.

Booking / Pre-payment

Pre-payment for guided groups and self-driving tours

10% of the total of the trip/invoice is to be pre-paid with booking confirmation.

Depending on the chosen accommodation establishments it might be necessary to prepay those on booking date extra with 50% (e.g. Botswana Lodges and National Parks).

Rest-payment

90% due 6 weeks prior tour start

Alterations - Cancellations

have to be done in writing. Please get in contact with us personally and in time for us to be able to offer you alternative solutions if possible.

Alterations

Any alterations of a booked and confirmed tour plan will lead to an amendment fee of N\$100,- for each booking item that is to be changed whatever the reason for the change might be. The following cancellation fees apply:

Cancellation fees

No refund of payments for National Park Bookings.

For guided groups

Cancellation 60 days and less prior tour start, 10% of the total invoice amount are forfeited and other group members have to accept eventual higher price or cancel.

Cancellation 30 days and less prior tour start, (if there will not be found any other participants for the tour), 50% of the total invoice amount are forfeited and other group members have to accept eventual higher price or cancel.

Cancellation 29-0 days 100% are forfeited. Remaining group participants can undertake the guided tour if they like or cancel.

For Self-drive tour packages

6 weeks to 28 days prior tour start 20% are forfeited, 27 days to 0 days prior tour start 100% are forfeited.

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TRAVEL PRE-REQUISITES

Please get familiar with the following issues:

In case of unforeseen situations arising beyond our control, we keep the right to change your travel itinerary or other agreements. In this case we cannot be held responsible for any kind of limitations in your holiday planning. Of course we will do this changes with the utmost sensibility and with the most possible eye on your travel plan to find adequate alternatives.

If a self-drive-tour is booked with a rented vehicle, you will have to get familiar with the road rules and regulations of Namibia and you have to be in possession of and bring along an international driving licence. The car is rented for you on a daily basis. Excess insurances can be agreed and paid with the car hire company here on site.

Please take note of the passport regulations: In your passport there must be two blank pages left on date of entry. Please assure correct visa requirements if necessary. Please do not forget to bring all necessary documentations and visas.

Please inform yourselves at your doctor or in pharmacies or at tropical institutes about malaria prophylaxis and protect yourselves the way recommended.

Namibia is declared Malaria zone. We are living in Africa and there are wild animal such as elephant, lion, rhino (to name the big ones) but also snakes, scorpions and spiders are at home here and make all-day-live in Africa.

KIENITZ TOURS & SAFARIS cc cannot be held responsible for any lost/damage of luggage or personal belongings. Any travelling guest is fully and completely responsible for luggage and personal articles themselves. Every passenger is advised to take out adequate insurance cover to care for travel sickness while on tour, cancellations, travel interruptions and transport to home country in case of bad injuries or sicknesses !!! The flight-rescue service included in some of the car hire packages do only cover the service of the flight to the nearest hospital but do not cover the medical costs for doctor or medicine.

KIENITZ TOURS & SAFARIS cc cannot be held responsible for any kind of damage or lost or injury or death, delays or inconveniences what the case might be regarding a person or their belongings. Might it be the problems have arisen through circumstances by an employed person or through a person given order to by us, might it be circumstances of any kind, we cannot be held responsible for.

Claims and complaints regarding accommodation establishments or vehicle have to be sorted out immediately on site with the service provider, to give him a chance to solve the problem. In case of communication (language) problems please do not hesitate to call us for help to assist. Therefore you have to phone us / fax us immediately while still on site to be able to solve problems on site. If the problem cannot be solved, a letter of complaint has to be written and counter-signed by the service provider and handed back to the guest to be able to achieve a refund for not-full-filled services.

Claims and complaints after your tour end will not be accepted and do not have any legal basis to claim back travel monies.

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