



COMMON BUSINESS RULES AND REGULATIONS page

R&R for guided groups and Self-driving tours

Taxes 2

**Bookings
Pre-payment/Rest-payment 2**

Cancellation/Fees 2

Not included in price 2

Pre-requisites 3

COMMON BUSINESS RULES AND REGULATIONS

For guided groups and Self-driving tours Service

If a car rental is part of our service for the self-drivers we charge a 10% service fee additionally to all official rates of booked services; no additional service fee for the car rental.

If our service is to book several accommodation establishments and no car hire is included in our service arrangements a 20% service fee is charged on top of all accommodation rates.

Vouchers

Every travelling group receives a TRAVEL CARD and a MAP of Namibia with the highlighted ROUTING of your travel. Vouchers will be handed with the Travel Card. Vouchers have to be handed in at the Reception at car hire or accommodation establishment and for daily activities, as proof that you are the right guest receiving the correct service. Please check on receipt of all vouchers before tour starts to avoid any mistakes.

Taxes

15% value added tax are inclusive in all our transfer rates and safari days, as well as in all the vehicle daily rates and accommodation rates.

A 2% bed levy is charged for each accommodation/night and is paid over to the Namibia Tourism Board.

Booking / Pre-payment / Rest payment

With your pre-payment you confirm that you have received and accepted our Common Rules and Regulations.

Invoices are presented in Namibia Dollar. Amount can be exchanged with the actual exchange rate on day of payment (AM BUY) to be able to pay into our business bank accounts. pdf list is sent out together with the invoice. If you want to make payment, please enquire daily pdf exchange list for payment into our bank account – SWIFT either to business bank account in Europe/Germany (in Euros) or directly to Namibia, in which case customer gives order to send the Euro amount to Namibia. Please note that no bank charges are included in our invoices. Bank fees have to be added by sender.

Pre-payment

20% of the total of the trip/invoice are to be pre-paid with booking confirmation. In individual cases when special very high class accommodations are booked (eg Botswana Lodges) accommodation fees are to be settled in total in advance.

Rest-payment

due 6 weeks prior arrival/ tour start.

Please make payments timely to avoid any cancellations. Please send us proof of payment by email.

Cancellations

For us to avoid any cancellation fees to be paid we keep the right to cancel all bookings that have not been paid in full in time. In this case pre-payments will not be refunded.

Changes of confirmed bookings

If you wish to make changes to any confirmed bookings, a fee for each accommodation/activity that will be affected by the change will be billed at N\$100 each.

All cancellations and amendments have to be done in writing. Please get in contact with us personally to be able to follow necessary procedures and to find alternatives.

Cancellation fees

for both guided group tours and self-drivers

Payments of national park bookings are not refundable.

for guided tours

Cancellation > 60 days prior tour start, 20% of the total invoice amount are forfeited (=prepayment); remaining tour group members must accept higher tour price or cancel tour.

Cancellation > 30 days prior tour start, if there will not be found any other participants for the tour, 50% of the total invoice amount are forfeited; remaining tour group members must accept higher tour price or cancel tour.

Cancellation 29-0 days 100% cancellation fee. Remaining tour guests can undertake tour.

for self-drivers

Cancellation between 6 weeks and 28 days before tour start, 20% of the total invoice amount is forfeited (=prepayment).

Cancellation 27 days to tour start 100% of total invoice amount is forfeited.

Every travelling guest thus has to take out **personal travel insurance to cover sickness/transport/cancellation costs.**

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.

Travel Pre-requisites.....

TRAVEL PRE-REQUISITES

Please get familiar with the following issues:

Our tour offer

We plan your trip together with you ! Please let us know whatever wishes and travel plans you have regarding the routing or sightseeing places of interest and we will try our best to make ends meet to add an adequate vehicle and accommodation establishments for you to be able to enjoy a relaxed holiday and travel.

If there are no flight details available yet we will suggest a travel itinerary without any provisional bookings done. If you agree with the tour and we have flight details we will find out about availability and might have to choose alternative accommodation in cases of "fully booked".

Fair Play

As tour operator / travel agent we earn our money in rendering professional services and receiving commission. We do not ask any fees for the setting up of a tour routing. Enquiring customers are kindly asked to please not book the suggested tour itinerary directly misusing our services.

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.

If a self-drive-tour is booked with a **rented vehicle**, you will have to get familiar with the traffic rules and regulations of Namibia and 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 or might be booked in advance as well.

As soon as there occurs any kind of accident with the rented car you are requested to get a **police register number** for this case. You have to hand in this case number together with any insurance claim. If you let the car hire company know immediately what has happened - in case the car is not running any further - the car hire company will offer you a new contract to render the service for a new vehicle to your destination.

Please let us know to be able to re-route your travel plans, so that you can continue with your holiday. Please take note that all service providers will be trying to help with any amendments possible, but they have the right to ask cancellation fees for no shows.

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.

KIENITZ TOURS & SAFARIS 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 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 with the service provider**, to give him/them 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 get in contact/phone us immediately while still on site to be able to solve problems on site. If the problem cannot be solved on site, a letter of complaint has to be written and be signed by the service provider on site for the guest to be able to achieve and for us to look into a refund of not-full-filled services. Complaints after your tour end will not be accepted and do not have any legal basis to claim back travel monies.

Invoices are made out in **Namibia Dollar** and are incl. of all taxes, service fees and bed levy which is to be paid over to the Namibia Tourism Board. The total amount of Namibia Dollar can be exchanged according to the actual exchange rate on date of payment. Please ask us for the valid exchange list we receive from our bank on a daily basis.