



**edelSafaris Afrika**  
NAMIBIA UND SÜDLICHES AFRIKA

## Terms and Conditions

These Terms and Conditions govern your use of *edelSafari Afrika's* services, the curating of tours, booking of accommodations and experiences. By making a booking or engaging our services, you agree to these terms.

Effective Date: 24 June 2025

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### 1. Booking and Payment

- 1.1. All rates are quoted in Namibian Dollars (NAD).
- 1.2. Rates are subject to change due to availability, currency fluctuations, unexpected price increases by third parties, or other circumstances beyond our control.
- 1.3. If *edelSafaris Afrika* announces an increase in the tour price in terms of this Clause 1.2, such additional amount must be paid to the *edelSafaris Afrika* before the departure of such tour or else the *edelSafaris Afrika* shall have the right to cancel the tour and the charges in Clause 2 will apply.
- 1.4. All bookings are subject to availability.
- 1.5. A deposit of 30% is required to confirm the bookings of the itinerary.
- 1.6. *edelSafaris Afrika* must receive the balance payable 70 %, no later than 42 days (6 weeks) prior to the tours' departure date.
- 1.7. If the *edelSafaris Afrika* does not receive the full contract price 42 days (6 weeks) before the departure date, *edelSafaris Afrika* may cancel the reservation and retain the deposit it has already received from the client.
- 1.8. Payments can be made via bank transfer (SWIFT/BIC), pay-by-link, or other approved methods. *edelSafaris Afrika* and the client are each responsible to cover their own bank charges and costs.



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## **2. Cancellation Policy**

- 2.1. Cancellation notifications must be submitted in writing.
- 2.2. Cancellation charges apply as follows:
  - 2.2.1. 32 - 42 days or more prior to arrival: 30% of the total booking value. (forfeiture of deposit)
  - 2.2.2. 31 - 01 days prior to arrival: 100% of the total booking value.
- 2.3. *edelSafaris Afrika* will not issue refunds for any inclusions or portions of the tour that cannot be utilized or fulfilled due to circumstances arising from actions, decisions, or omissions on the part of the client. These would include all facets such as meals, game drives, accommodation etc. This would also apply to any client who has booked a tour but fails to undertake the tour for any reason.
- 2.4. In the event of cancellations due to extraordinary circumstances beyond the client's control, such as natural disasters, political unrest, pandemics, or personal emergencies (e.g., severe illness or bereavement), *edelsafaris Afrika* will review the situation on a case-by-case basis. Any refunds, credits, or rescheduling will be at the discretion of *edelsafaris Afrika* and subject to the availability of services and costs incurred. Documentation may be required to support such claims.

## **3. Changes to Itineraries**

- 3.1. *edelSafaris Afrika* reserves the right to modify itineraries due to weather, safety concerns, or other circumstances beyond their control to the route, timetable, itinerary, and accommodation. However, *edelSafaris Afrika* will make every reasonable effort to provide the client with an alternative tour of comparable standard.
- 3.2. If the alternative tour is of a lower standard, the client will be refunded the difference in cost. Should the alternative involve additional costs, the client may choose to either:
  - 3.2.1. Reject the alternative and receive a refund for the applicable portion of the original contract sum; or
  - 3.2.2. Accept the alternative and pay the increased cost.



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- 3.3. If the client opts to reject the alternative and claim a refund, this will be treated as a cancellation, and the refund will be calculated in accordance with Clause 4.2 of these Terms and Conditions. *edelSafaris Afrika* shall not be liable for any damages or claims arising from the provision of an alternative booking.
- 3.4. Clients may request modifications to their itinerary whilst considering, amongst other factors, availability and cancellation fees of confirmed bookings. The costs arising from such changes will be borne by the client.
- 3.5. Significant changes will be communicated promptly between *edelSafaris Afrika* and the client, with alternative arrangements made wherever possible.

### 4. Travel Insurance

- 4.1. Comprehensive travel insurance covering medical emergencies, cancellations, delays, and personal belongings is mandatory for all clients. Clients must obtain such coverage independently.
- 4.2. *edelSafaris Afrika* accepts no liability for claims arising from a lack of insurance coverage.

### 5. Health and Safety

- 5.1. Clients are responsible for ensuring they are physically and medically fit for the chosen itinerary.
- 5.2. Any medical conditions or dietary requirements must be disclosed at the time of booking.
- 5.3. *edelSafaris Afrika* is not liable for injuries, illnesses, or accidents occurring during the tour, except in cases of gross negligence.

### 6. Client Responsibilities

- 6.1. Clients are responsible for obtaining valid passports, visas, and any necessary permits or vaccinations.
- 6.2. *edelSafaris Afrika* is not liable for delays or missed tours resulting from incomplete or incorrect travel documentation.



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### 7. Liability

- 7.1. *edelSafaris Afrika* acts as an agent for service providers, including hotels, lodges, and transport companies, and is not liable for their actions or omissions.
- 7.2. *edelSafaris Afrika* is not responsible for losses, damages, or delays caused by service providers, acts of nature, government actions, or events beyond our control.

### 8. Code of Conduct

- 8.1. Clients are expected to respect local laws, customs, cultures, wildlife, landscapes, and property during the tour.
- 8.2. Those who act on behalf of *edelSafaris Afrika* are committed to conducting business in a professional, helpful, respectful, and familiar manner, while respecting local laws, customs, cultures, wildlife, landscapes, and property during the curation of the safari experience.

### 9. Privacy and Data Protection

- 9.1. *edelSafaris Afrika* is committed to protecting your privacy. Personal information will only be used to facilitate bookings and will not be shared with third parties, except as required by law or to fulfill your booking.

### 10. Governing Law

- 10.1. These Terms and Conditions are governed by the laws of Namibia.
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