

TERMS AND CONDITIONS

Travel Agreement/Contract

This travel agreement is between the client(s) and Mannor Safaris Namibia. In terms of this agreement a booking is defined as a reservation which is done by the client or the client's travel agency. The client is defined as the person who accepts the booking on behalf of himself/herself. Travel agency is defined as any agencies that places or accept booking for any person or group of person or company with Mannor Safaris Namibia.

Deposit and Payment

Upon receipt of our tour confirmation a non-refundable deposit of 25% of the total tour charges shall become payable the outstanding balance being due and payable 30 days prior to departure date. In the event of a booking being effected less than 30 days before departure the full amount charged will be payable.

Cancellation

Cancellation must be made in writing. Upon receipt of the written notification, Mannor Safaris Namibia will confirm receipt thereof and this date will determine the following charges.

Up to 28 days prior to departure: Deposit forfeited
28 to 21 days prior to departure: 30% forfeited
21 to 14 days prior to departure: 50% forfeited
14 to 7 days prior to departure: 75% forfeited
Less than 7 days to departure: 100% forfeited

It is a mandatory for the client to be in possession of the cancellation Insurance policy. Please note that if the reason for cancellation falls within the terms of any Holiday Insurance policy, which the client must hold, then any such charges would normally be refunded to the client by the Insurance Company, subjected to the terms of the Insurance.

Passport and Visa

Travel agencies and clients must ensure that passport and visa are valid for the Countries visited. Mannor Safaris Namibia cannot be held liable or responsible should passenger be refused entry into any country for any reason.

Changes and Delays

Mannor Safaris Namibia reserve all rights to change any tour due to unforeseen circumstances beyond its control such as (weather condition, mechanical breakdown, road condition, accidents, airlines delays or political instability). The company will try to provide adequate alternatives, but will accept no liability.

Clients

In case the client changes the itinerary on his own request, the company shall try to accommodate the client, but may charge cancellation fees. This is subject to a new quotation which will be given to the client in writing.

Authority on Tour

The decision of the tour guide is final at all time on all matters likely to endanger the safety and wellbeing of the group. The clients must at all times strictly comply with the laws, customs and foreign exchange regulations of all countries visited. Should the client be detected in any contravention of the law, or be a nuisance to the group, the guide may order the client to leave the tour without any right of refund.

Accidents

While every precaution is taken to ensure the safety of all persons participating on the tour, the client his/hers, heirs, dependants, agents, executors or their assignees, hereby irrevocably waive any rights they may have to claim, any form of compensation for any damages which the client may suffer due to injury or death whilst on, or at any time after the tour, from Mannor Safaris Namibia. Under no circumstances will Mannor Safaris Namibia be responsible for the death or injury or loss, which might occur to such persons sustained from any case whatsoever. The client hereby indemnifies and holds Mannor Safaris Namibia harmless against any and all claims whatsoever the nature.

Health

It is the client's obligation to ensure that he/she is medically fit and able to embark on the tour. We recommend the vaccination against Hepatitis before travelling. Anti – malaria precautions should be commenced prior to departure and clients should bring insect repellents on tour.

Insurance

It is a condition of travel with Mannor Safaris Namibia that all guests must have insurance for medical expenses, baggage loss, cancellation/curtailment, default and personal accident.

Photography

Mannor Safaris Namibia reserve the right without giving further notice, to make use of any photographs or films produced during any of their tour for general publicity purposes without payment or permission.

Liability/Responsibility

The client should get him/herself acquitted with customary practices. Mannor Safaris Namibia as well as co-operating agents do act in the capacity of agents for the clients in all matters and will under no circumstances whatsoever be responsible and be exempt from any liability for accidents, injury, delay, loss or

damage to property or any other loss or damage from whatever it may arise. All tours are subject to the conditions of the concerned airlines, hotels, restaurants and all other contractors involved.