

# 10 Days Namibia Wilderness & Landscape Safari (Lodging)









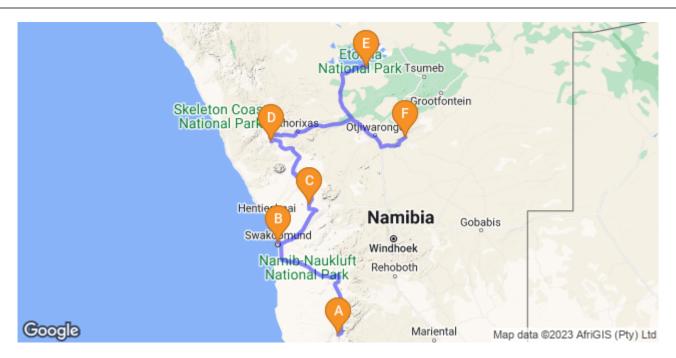






# 10 Days Namibia Safari (Lodging)

Sesriem - Swakopmund - Namib - Spitzkoppe - Twyfelfontein - Etosha National Park - Waterberg Plateau National Park 10 Days / 9 Nights



**Click here to view your Digital Itinerary** 

## Introduction

This 10-day in Namibia, starts and ends in Windhoek in Namibia. This is to visit around the main highlights that Namibia has to offer in Africa. In just 10 days and 9 nights we would never be able to fit in everything you wanted to see but you will see the main most attractions. You will spend time amongst the ancient dunes in Sossusvlei, go back in time with the coastal time of Swakopmund. Experience the vast landscapes of Otjiwarongo and exceptional game viewing at the world-famous Etosha National Park.

#### Overview

DEPARTURE: This tour departs from Windhoek

COUNTRY ('S): Namibia

TOUR CODE: 10A-NAM-SAF

RETURN: To Windhoek

PASSENGERS: Minimum 1 Traveler and a Maximum of 24 Travelers per group

STYLE: Accommodation

MEALS: FB: Breakfast, Lunch and D: Dinner

VEHICLE: 2-3: Double Cab 4x4/ SUV

4 - 7 guests: Toyota Quantum/Landcruiser with a purpose-built trailer

8-14 guests: Toyota Dyna truck (a modified safari vehicle) / Iveco Daily 24-Seater

Accommodation	Туре	Destination	Basis	Duration
Desert Camp		Sesriem	FB	2 Nights
→ Agama Lodge	alternate			
Atlantic Villa		Swakopmund	B&B	2 Nights
Spitzkoppe Tented Camp and Campsites		Spitzkoppe	FB	1 Night
Twyfelfontein Country Lodge		Twyfelfontein	FB	1 Night
Halali Resort		Etosha National Park	FB	2 Nights
Waterberg Plateau Lodge		Waterberg Plateau National Park	FB	1 Night

#### Key

B&B: Bed and Breakfast

FB: Full Board - Dinner, Bed, Breakfast and Lunch

#### Included

Qualified professional driver guide Vehicle / fuel Park entrance fees as per itinerary Passenger liability 15% VAT 2% tourism levy Airport transfers Accommodation Breakfast and Dinner for the Client

#### **Excluded**

Expenses of personal nature Entrance fees not mentioned in the itinerary Meals not mentioned Drinks at lodges and on road Optional excursions and activities Tips for tour guides International flights and airport taxes Items not mentioned in the itinerary

# Day 1: Airport to Windhoek 7.6km

# Accommodation: Desert Camp/ Agama Lodge, Sesriem or Similar

Guest will be picked up at the airport and depart to Sossusvlei area. Along the way clients will stop at Rehoboth where the guide will buy snacks for 45minutes and this is an opportunity for guest to get some snacks and drinks for the road.

Guest can lunch at 12h00-13h00 along the road by a rest place. After arrival guest will have leisure time before going on a Sundowner drive to Elim dune around 17h30 or 18h00.

Meals: Dinner

Included Activity: Sundowner at Elim Dune

# Day 2 - Sossuvlei / Sesriem Area

# Accommodation: Desert Camp/ Agama Lodge, Sesriem or Similar

Guest will wake up and have breakfast before going into the park for Sossuvlei Excursion which includes Dune 45, Deadvlei, Hiddenvlei, and Big Daddy. The tour guide will have regular stops to let clients take pictures and have some exposure of the Dunes. Guest will be back around lunch time and will have some leisure time for themselves at the pool.

Meals: Breakfast & Dinner

Included Activity: Sossuvlei Excursion (Deadvlei, Dune 45, Big Daddy, Sesriem Canyon, Hiddenvlei, )

# **Desert Camp, Sesriem**

#### **Overnight: Desert Camp View iBrochure**

Self-catering at its Best amidst unparalleled Desert Beauty...

Desert Camp is situated just 5 km from the entrance gate to Sossusvlei and Sesriem Canyon in the Namib Nauklauft Park. Nestled under centuries old camel thorn trees, Desert Camp offers unsurpassed views over the Desert landscapes and surrounding mountains - An absolute must for the nature lover and photographer!

The 28 affordable self-catering accommodation units are equipped with an en-suite bathroom, shaded veranda with a fitted kitchenette, barbeque, power points and an adjacent parking area. Each air-conditioned room features twin beds and a fold-out sleeper couch to accommodate 2 small children (under 12) free of charge when sharing with 2 full paying adults. Utility boxes with most utensils needed are available at reception and fresh food supplies can be ordered daily.

Facilities at the main building include a fully stocked and serviced bar with big screen television, a sparkling swimming pool and 2 communal bomas with cooking and wash up facilities which are perfect for groups travelling together.

Meals can be enjoyed at the nearby Sossusvlei Lodge restaurant and their Adventure Centre offers a range of exciting Desert activities to explore the area.

A fully stocked shop, fuel and an Internet café is available at the Sossus Oasis Service Station.



## Alternate: Agama Lodge View iBrochure

Agama Lodge have developed a wonderful oasis. Welcome to unequalled hospitality in the Namib Desert. At Agama Lodge we offer cosy chalets, a bar as well as a restaurant serving outstanding food. Our guests tend to fall in love with the open-air infinity swimming pool and the viewing deck which offers unhindered views of the central Namib Desert.



# <u>Day 3-4: Sossusvlei to Swakopmund (402.6km)</u> <u>Accommodation: Atlantic Villa, Swakopmund / Similar</u>

Guest depart to Swakopmund early morning at around 09:00 am from Sossusvlei. It's about 5 hours' drive to Swakopmund. Once clients have arrived in Walvis Bay they will buy lunch and depart to Swakopmund, When Clients arrive in Swakopmund they will check in and taken by the guide for their activity (Quad biking and Sandboard) which is about a 2-hour activity. After the activity clients will go freshen up for dinner at a Restaurant

Meals: Breakfast

**Activities Included:** First Day: 3-Hour Quad Biking and Sand-Boarding, Second Day: Museum & Township Tour

**Optional Excluded activities**: Living Dunes Experience from Swakopmund; Scenic Desert Tour, Sky diving

# Atlantic Villa, Swakopmund

## Overnight: Atlantic Villa View iBrochure

Exceeding your expectations! Situated within sight and sound of the mesmerizing Atlantic Ocean, a few minutes from the town centre in a prime area of Swakopmund, the Atlantic Villa offers elegantly appointed, luxurious accommodation in a quiet and relaxed atmosphere. The guesthouse provides modern conferencing facilities and spacious event venues.

Enjoying a relaxed few days of sun and sea has never been so great. At the Atlantic Villa Boutique Guesthouse, you'll soon feel pampered while relaxing with a mesmerising view of the Atlantic Ocean.



# <u>Day 5 Swakopmund To Spitzkoppe 155.20km</u> <u>Accommodation: Spitzkoppe Tented Campsites/ Similar</u>

After breakfast, grab your camera and take advantage of the morning to travel. This beautiful area is a hikers' and rock climbers' paradise and the view from the top of the peaks is an incredible reward for the effort to get there. For history buffs, organized guided walks are available where a guide will take you to view some of the numerous rock art sites, explaining the stories captured in the ancient drawings.

Meals: Breakfast & Dinner

Included Activity: Rock Climbing, Rock Paintings & Star Gazing

Optional Day tour: Cape Cross Seal Colony day visit,

# **Spitzkoppe Tented Camp and Campsites, Spitzkoppe**

## **Overnight: Spitzkoppe Tented Camp and Campsites**

With the majestic "Namibian Matterhorn" as a backdrop, the welcoming Spitzkoppe Mountain Tented Camp is strategically located just one kilometre from the Spitzkoppe Mountain Reserve. It serves as the ideal base from which to explore the areas famed over-sized boulders, secret caves, and archaeological sites. The campsite is home to comfortable safari tents that are already set upon arrival. Each tent can accommodate two guests and features a private bathroom, with hot water.



# <u>Day 6 Spitzkoppe To Twyfelfontein 234.8 km</u> Accommodation: Twyfelfontein Country Lodge,/ Similar

Guest will have breakfast and take off to Damaraland by which the major attractions that are sacred in Spitzkoppe, the Brandberg, Twyfelfontein, Vingerklip and the otherworldly Petrified Forest. Visitors can take in the dramatic vistas, catch a glimpse of the rare desert-adapted elephant, and enjoy spectacular stargazing in crystal-clear night skies from one of the many safari camps dotting Damaraland.

Meals: Breakfast & Dinner

Included Activity: Living Museum of the Damara Tribe, White Lady Paintings

# Twyfelfontein Country Lodge, Twyfelfontein

# Overnight: Twyfelfontein Country Lodge View iBrochure

Welcome to Twyfelfontein Country Lodge. A true landmark situated in the heart of one of the world's most magnificent wilderness regions. Declared a UNESCO World Heritage Site, Twyfelfontein in Damaraland is home to one of the largest collections of rock-art engravings found in Southern Africa. Not only did the Khoi-San and tribes of ancient years leave us with a true cultural heritage, but the whole area is characterised by natural wonders such as Doros Crater, Burnt Mountain, Organ Pipes, Petrified Forest and desert-adapted animals – of which the desert-adapted elephant is probably the most well-known species.

Nestled along the mountainside, the lodge beautifully blends in with its surrounding environment. Using natural stone, carefully selected paint colours and thatched roofs, its design compliments the sandstone rock formations with minimum visual impact on this picturesque landscape. Magnificent views from the

deck over the Huab Valley, desert plains and distant mountains provide for hours of relaxed comfort, peace and tranquillity.

Twyfelfontein is much more than just accommodation; it is a destination in itself.



# Day 7- Twyfelfontein to Etosha National Park 505 km

# Accommodation: Halali Resort, Etosha National Park / Similar

Clients are pick up in the Morning at 09:00 am and depart to Etosha and on arrival clients will get lunch and after Lunch, if time permits, enter Etosha for an afternoon game drive. Depending on how often you stop today, on entering the park, the first stop would be Okaukuejo where you pay your entry fee and I suggest you pop in at the local shop to purchase some drinks and snacks and most importantly, a map of Etosha which will show you all the waterholes along the way. Etosha has lions, giraffes, rhinos, zebras, springbok and elephants. This on top of many lesser and common plains herds, and abundant birds makes game viewing in Etosha.

**Meals included:** Breakfast and Dinner **Included Activities:** Afternoon Game Drive

# **Day 8- Etosha National Park Area**

## Accommodation: Halali Resort, Etosha National Park /Similar

Clients will take early breakfast and then go on the Full day game drive and around 12h00 -13h00 clients will have lunch inside the park and continue with the game drive up till the afternoon and after the game drive guest will have leisure time to enjoy the atmosphere before dinner.

Meals: Breakfast and Dinner

Included Activity: Full day Game Drive

Halali Resort, Etosha National Park

#### **Etosha National Park**

Situated in northwestern Namibia, the Etosha National Park offers a premier game viewing experience. The park's diverse vegetation ranges from dense bush to open plains attracting a variety of wildlife. Located in the heart of the park is the Etosha Pan - a shallow depression that covers an area of 5000 square kilometres. Dry and shimmering for most of the year, the pans fill up with water after seasonal rains, making it the perfect habitat for wildlife. In the dry season, the wildlife is attracted to the perennial springs and waterholes that makes for excellent game viewing. Visitors can look forward to world-class game viewing including a variety of large mammals such as lion, elephant, leopard, rhino, zebra, giraffe, a diversity of birdlife such as flamingoes and pelicans.

# **Overnight: Halali Resort**

Strategically located halfway between Okaukuejo and Namutoni, Halali is situated at the base of a dolomite hill, amongst shady Mopane trees. A flood-lit waterhole viewed from an elevated vantage point provides exceptional wildlife viewing throughout the day and into the night. Accommodation is provided in family chalets, two and four bed bush chalets and double rooms, all converted with large sliding doors to the outside to allow visitors to experience and benefit from the peace and tranquillity of the natural surroundings. Other facilities include a restaurant, bar, shop, swimming pool, kiosk and camping facilities.



# <u>Day 9: Etosha To Waterberg 304.3 km</u> <u>Accommodation: Waterberg Plateau Lodge, Waterberg Plateau National Park/Similar</u>

Clients will grab early breakfast and depart to Waterberg in north central Namibia and named for the springs that emanate from its foothills, the Waterberg Plateau National Park is a fascinating geological site featuring compressed sandstone crags, 200 million-year-old dinosaur footprints, and petrified sand dunes. The area's natural water sources make it far more fertile than its environs, and the park is blessed with a plethora of plant and animal species, including leopards, rhinoceros, vultures, cheetahs, bush babies, ferns and fig trees.

Meals: Breakfast, Lunch and Dinner

Included Activities: Tracking Rhinos-Game Drive

# Waterberg Plateau Lodge, Waterberg Plateau National Park

#### **Overnight: Waterberg Plateau Lodge**

Situated on a rock terrace half-way up on the slope of Waterberg, the restaurant and eight chalets of Waterberg Plateau Lodge afford grand vistas of the endless Kalahari. Dinner consists of four courses (set menu) with European dishes in the style of Namibian farmhouse cuisine.

The lodge is part of the private nature reserve Waterberg Wilderness, offering a world of experience at the Kalahari's table mountain:

Guests can join guided hikes onto the plateau (8:00) or enjoy an exclusive guided hike just for themselves ("honeymoon sundowner", 16:00). Rhino drives (16:00) and Rhino tracking tours (8:00) offer the opportunity

to encounter rhinos and other game at eye-level. There are cultural tours to Hereroland (8:00), not to forget five well-demarcated nature trails including a "Botanical garden" and a History Path with information boards reviving and explaining the past.



# Day 10: Waterberg to Windhoek Airport 304.7 km

Clients will refresh in the morning and depart after breakfast to the Airport.

# **End of Itinerary**

#### Travel Information



Located in southwestern Africa, Namibia boasts a well-developed infrastructure, some of the best tourist facilities in Africa, and an impressive list of breathtaking natural wonders. Visitors can explore the capital of Windhoek and discover the lovely coastal town of Swakopmund boasting remnants of the country's German influence, reflected in the architecture, culture, cuisine and the annual Oktoberfest celebrations. To properly appreciate this extraordinary country, you will have to venture out of the cities to explore the remarkable natural landscapes Namibia has to offer. These include: the impressive Fish River Canyon; the vast Etosha National Park teeming with abundant wildlife, such as lions, desert-adapted elephants and the Hartmann's Mountain Zebra; the hauntingly beautiful Kalahari Desert; and of course the Namib Desert stretching for over 2000 km along the magnificent Atlantic Coast. Namibia is an ideal destination for travellers seeking an unforgettable African experience in a uniquely beautiful untamed wilderness.

## STANDARD STANDING TERMS AND CONDITIONS OF SAFARI WORLD TOURS (PTY)

#### **Definitions**

In this Terms and Conditions Agreement the following words and phrases shall bear the following meanings:

- 1.1 "Sawoto World Tours & Safaris (Pty) t/a Safari World Tours (Pty) " means Safari World Tours (Pty), reg no: 2018/2809;
- 1.2 "Client" means the person who contracts directly with Safari World Tours (Pty) for the provision of Safari World Tours (Pty) Services, who is identified as the addressee of Safari World Tours (Pty) Pro Forma invoice;
- 1.3 "Traveller" means the person who utilises or obtains any benefit from the Principal's Services, who may or may not also be the Client;
- 1.4 "Safari World Tours (Pty) Services" shall mean the sourcing, arrangement and procurement of any travel and / or accommodation services or packages and any other type of service, package and / or product incidental thereto, for the Client but for the use, consumption or benefit of the Traveller. The aforesaid shall include but not be limited to the provision by Safari World Tours (Pty) of certain complimentary and discretionary services such as the rendering of advice, provision of information, the booking of reservations, the application for travel contracts and the obtaining of insurance;
- 1.5 "Principal" means the provider of travel and / or accommodation services or packages and any other types of services, packages and / or products incidental thereto, for the use, consumption or benefit of the Traveler;
- 1.6 "Principal Services" means the provision of travel and / or accommodation services or packages and any other type of services, packages and / or products incidental thereto, by the Principal for the use, consumption or benefit of the Traveller.

#### Status of Safari World Tours (Pty) & Disclaimer

- 2.1 The Client contracts Safari World Tours (Pty) for the provision of the Tour, Activity or Vehicle Rental Service. Unless agreed to the contrary in writing, the fees payable to Safari World Tours (Pty) for the Safari World Tours (Pty) Services will be paid by rebates on the charges for the Principal's Services credited to Safari World Tours (Pty) by the Principal.
- 2.2 Safari World Tours (Pty) will in the performance of the Safari World Tours (Pty) Services render an invoice to the Client for the Principal's Services, which shall be payable to Safari World Tours (Pty) exclusively as the Principal's receipting agent.
- 2.3 Safari World Tours (Pty) in providing the Services to the Client will put the Client in the position where the Client or the Client's nominee contracts directly with the Principal. Safari World Tours (Pty) is an independent contractor acting as an intermediary between the Client and the Principal and shall not under any circumstances to be construed as the agent or representative of the Principal in any regard except for the purposes of receipting.
- 2.4 Safari World Tours (Pty), its employees and agents accept no liability for any losses, damages, injury, illness, death, loss of or damage to property, delay, inconvenience or poor or nonperformance innocently, negligently or intentionally caused to the Client and / or the Traveller as a result of any act or omission by or on behalf of the Principal, whether in relation to travel, accommodation or arising out of any cause whatsoever.

- 2.5 The Principal and the Client or its nominee shall contract directly on the Principal's usual terms of trade, which shall constitute the agreement between the Principal and Client or its nominee. No agreement shall exist between Safari World Tours (Pty) and the Client or its nominee for the provision of the Principal Services.
- 2.6 Safari World Tours (Pty) shall provide the Client with the identity and usual terms of trade (or access thereto) of all the Principals relevant to the Principal Service being procured. It shall be the responsibility of the Client and/or its nominee to familiarise itself with such terms.
- 2.7 Safari World Tours (Pty) shall not be bound by any promises, undertakings, warranties, representations advices, recommendations, opinions or the like (whether express, implied, tacit by conduct or otherwise) made by or on behalf of the Principal.
- 2.8 Safari World Tours (Pty), its employees and agents are excluded from liability for claims (i) which exceed N\$/ZAR 8,000-00 per claimant, per invoice, (ii) which are brought to the attention of Safari World Tours (Pty) in excess of 60 days following the termination of the Principal Services or (iii) which constitute indirect and/or consequential losses or damages.
- 2.9 The Client, on its own behalf and on behalf of its nominee, waives and abandons all claims in respect of liability which Safari World Tours (Pty) has excluded in terms of this agreement.
- 2.10 No failure, refusal or neglect of Safari World Tours (Pty) to exercise any rights hereunder or to insist upon strict compliance with or performance of the Client's obligations under this agreement, or any other indulgence allowed or shown by Safari World Tours (Pty) to the Client, shall constitute a waiver Safari World Tours (Pty) rights at any time to insist on strict compliance, or operate as or create an estoppel against Safari World Tours Pty.
- 2.11 No variation or alteration of these terms and conditions shall be binding on Safari World Tours (Pty) unless reduced to writing and duly signed by a duly authorised member of Safari World Tours (Pty).
- 2.12 This agreement constitutes the entire agreement between the parties and no warranties, promises, representations, undertakings or the like shall be of any force and effect save insofar as same are repeated and recorded herein or in a separate written Contract by Safari World Tours (Pty).
- 2.13 Safari World Tours (Pty) shall have the right to cancel any contract should its fulfilment be rendered impossible, impeded or frustrated by strike, lock-out, civil commotion, war, act of God, force majeure, lack of materials, operation of law or regulations or order made by any statutory or other duly constituted authorities or any other cause beyond the control of Safari World Tours (Pty). which may cause delays, interruptions or alterations to the Principal Services or render them impossible of being performed.

**Travel Info**3. Not withstanding anything to the contrary contained in this agreement or otherwise, it shall be the exclusive obligation and responsibility of the Traveller, and not Safari World Tours (Pty), to:

3.1 ensure that all passports and visas are current, valid, obtained on time, and will be valid for six months after return to home country and that any vaccinations, inoculations, prophylactic (e.g. malaria) and the like, where required, have been obtained. Safari World Tours (Pty) will endeavor to assist the Client in

this regard but such assistance will be at Safari World Tours (Pty) discretion and in doing so, Safari World Tours (Pty) is not assuming any obligation or liability, and the Client indemnifies Safari World Tours (Pty) against any consequences of non-compliance.

3.2 familiarize herself with the inherent dangers of and mental and/or physical conditions required for the proposed travel arrangements and to be in a condition to undertake the, and faithfully, diligently and timeously to comply with all laws, conventions, rules, regulations and the like having any reference or regard to the Principal Services.

#### Law & Jurisdiction

- 4.1 The law of the Republic of Namibia will govern this agreement and the Client consents to the jurisdiction of the Magistrate's Court of the Republic of Namibia.
- 4.2 The Client shall pay Safari World Tours (Pty) legal costs on the attorney and own client scale, collection charges and tracing fees in connection with any legal proceedings arising hereout. Reservations
- 5. All reservations are made on the condition that a non-refundable deposit as called for in Safari World Tours (Pty) invoice is paid to Safari World Tours (Pty) within the date scheduled for the Principal Services, with the exception of the full day tours, in which case the deposit is payable within 24 hours' of presentation of invoice.

## **Payment**

- 6.1 Full pre-payment must be made to Safari World Tours (Pty) for the Principal's Services to be rendered. Payment must reflect in Safari World Tours (Pty) bank account at least 30 days prior to the date scheduled for the Principal's Services. Where reservations are made within 30 days of the date scheduled for the Principal Services, payment must be made within 24 hours of presentation of invoice. The Principal's Services will only be procured on full payment being made to Safari World Tours. If full payment is not made timeously all reservations shall be cancelled.
- 6.2 All booking confirmations, tickets and the like required for the enjoyment of the Principal's Services by the Traveller will be released 10 days after the Client on receipt of full payment and a signed booking form.
- 6.3 Safari World Tours (Pty) guarantees the price of land based arrangements, once full payment is received, except where any subsequent increase is beyond the control of Safari World Tours (Pty) as stated in these terms. Airfares are subject to the price and conditions quoted by the airlines at the time of payment and cannot be guaranteed by Safari World Tours (Pty).6.4 All Services are subject to increases by the respective Principals, to exchange rate fluctuations and to any taxes imposed within the Republic of Namibia, Botswana or South Africa or by any foreign authority governing any respective foreign destination. This may apply even where such services have been paid for in full before any increase, rate changes or legislation becomes effective if they apply retrospectively. The Client will remain responsible for all disbursements already made, or committed to be undertaken, on its behalf by Safari World Tours (Pty).
- 6.5 Without derogating from anything hereinbefore contained, in the event of there being any increase, new levy or charge or fluctuation with the Namibian Dollar or South African Rand against any foreign currencies which arises at any stage in respect of the Services, same shall be for the account of the Client. The terms of payment and the Client's liability for payment will apply irrespective of whether or not the Principal Services are used by the Traveller. All amounts payable shall be effected in Namibian Dollars (Namibia Tours) or South Africa Rands (South Africa Tours) or Botswana Pula (Botswana Tours) Or US

Dollar for any other country, without deduction, set-off or demand. Payments shall not be withheld or deferred on account of any claim or counter-claim which the Client or Traveller may have.

## 6.6 Payment Instructions

$\square$ Upon Booking a 10% non-refundable Deposit is required to Confirm the booking of the Tour/Activity/
Accommodation or Car Rental
□ The remaining 90% should be paid not later than 30 Days Prior to Departure.
□ If the tour is within 40 days or less prior to booking full payment is required.

#### **6.7 TRAVEL & MEDICAL INSURANCE:**

- a). Is compulsory for all travellers to take out travel & medical insurance at the time of booking. Get Travel Insurance quote at World Nomads by clicking the link: https://www.worldnomads.com/travel-insurance
- b) Your travel insurance must provide cover against personal accidents, death, medical expenses and emergency repatriation. We strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects. It is extremely important that you check the full extent of your cover related to 24-hour Medical Emergency Assistance.
- c) If you already have an annual travel or a credit card travel insurance policy, please check carefully with your insurers to ensure they provide the cover you require.
- d) You must provide proof of your travel insurance on the first day of your trip; you will not be able to join the trip without it.

#### Cancellation Charges - FIT's & Tours

7.1 The usual cancellation terms of Principals in respect of FIT'S are that a 100% cancellation fee is charged if cancellation is effected within 30 days prior to the date scheduled for the Principal Services. Certain Principals might not adopt those terms and the Client will in any event be bound by their cancellation terms.

## 8.0 Cancellation Policy

- From Booking to 30 days prior to departure: Non-refundable Deposit forfeited
- 29 to 25 days prior to departure: 50% of total cost forfeited
- 24 to 16 days prior to departure: 75% of total cost forfeited
- Less than 15 days to departure: 100% of total cost forfeited

## 9. Claims and Complaints

• In the unlikely event that the client has a complaint against the Company, the Company must be informed immediately and be afforded an opportunity to investigate the situation and provide redress. Complaints that are handed in after tour end will not be taken into consideration.

## 10. Company Responsibility and Rights

• The information in any brochure and printed itineraries is given in good faith and is based on the latest information available to the Company. Printed itineraries serve as a guideline only. The Company reserves

the right to change the facilities or transport described in any publication without being liable for any compensation or refund.

## 11. The Company Authority

• Any decision made by the tour guide, acting as a Company representative, shall be deemed final. The Company shall not be responsible or liable for any client who commits an illegal or unlawful act, or the consequences of such an illegal act. The Client may in such circumstances be excluded from the tour without a refund, at the sole discretion of the Company representative. If the Company considers a client unsuitable for a tour (due to mental or physical illness or implied danger to any other Client or Company representative) it may at its sole discretion decline to carry the Client further. If a Client causes severe inconvenience or annoyance to other Clients, the Company may decline to carry the client further, without any refund whatsoever. This will only occur after extensive intervention by the tour guide or Company representative.

## 12. Luggage Allowance

Baggage on a guided tour is strictly limited to one large bag, weighing a maximum of 12 kg. Should the client participate in a fly-in safari a maximum of 10 kg in a soft bag is allowed. Also allowed will be a smaller hand-luggage bag or camera bag per Client. These restrictions are essential because of the nature of the tour and because overloaded vehicles are an inherent danger and cause unnecessary transport problems, potentially endangering Clients and Company representatives. The Company insists that every Client adhere to these luggage restrictions.