

WOLWEDANS
BOOKING CONDITIONS



<p>HOW TO BOOK When you have selected and agreed to stay at Wolwedans, you confirm this by fax, letter or e-mail. NamibRand Safaris (Pty) Ltd. will then send off a confirmation to you, or the travel agent, through whom you booked. Payment is due to NamibRand Safaris (Pty) Ltd. no later than 8 weeks prior to departure. A tax invoice will be issued during the month of stay and posted by mail.</p> <p>CANCELLATION Cancellation of your booking must be in writing. Cancellations are only effective on receipt of written notification. If you cancel prior to 8 weeks before departure, any payments done will be credited. If your cancellation is made after the due date for full payment of your tour fare, charges will be levied. The scale of the charges, based on Rack Rates expressed as percentage of the given accommodation price, is as follows:</p> <p>CANCELLATION FEES - Less than 8 weeks notice – 25% forfeited - Less than 4 weeks notice – 50% forfeited - Less than 2 weeks notice – 75% forfeited - Less than 1 weeks notice – 80% forfeited</p> <p>Should you fail to stay at Wolwedans as per your confirmed reservation, arrive later than booked or leave Wolwedans prior to completion of your stay for whatsoever reason, no refund can be made. Please note that if the reason for cancellation falls within the terms of any holiday insurance policy which you should hold, then any such charges will normally be refunded to you by the insurance company, subject to the terms of your insurance.</p> <p>CHANGE YOUR BOOKING Should you wish to change to an alternative arrival date after your booking has been confirmed, you may do so subject to availability.</p> <p>WEATHER Please be aware that the desert can be characterised by severe changes in weather conditions ranging from extreme cold to extreme hot, sandstorms and rain and even snow. Neither the company, nor its employees, nor agents can be held responsible for any weather condition and no refunds shall be paid in the event of guests opting leave earlier or not being able to arrive due to weather conditions (i.e. flooding rivers,</p>	<p>heavy rains, etc.)</p> <p>WILD ANIMALS Attacks by wild animals are rare, but no safari into the African wilderness can guarantee that this will not occur. Neither the company, nor its employees, nor agents can be held responsible for any injury or accident on the safari.</p> <p>NOT INCLUDED Unless specified otherwise, transfers, airport taxes, personal laundry, imported alcoholic beverages and gratuities to guides and camp staff, as well as any excursion not related to the standard programme, (i.e. day-tour or additional scenic drives), additional meals, personal items and hot-air ballooning are not included in the accommodation price.</p> <p>RESPONSIBILITY Neither the company nor any person acting for, through or on behalf of the company shall be liable of any loss or damage whatsoever arising from any causes whatsoever and without restricting the generality thereof.</p> <p>Wolwedans shall particularly not be responsible for loss or damage arising from any loss or damage caused by delays, sickness, injury or death and weather, occasioned by negligence or not.</p> <p>The same accounts in the event of any tour being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other cause whatsoever. The extra expenses incurred as a result thereof shall be the responsibility of the passengers.</p> <p>PHOTOGRAPHY The company reserves the right without further notice to make use of any photograph or film taken on the safari or in the camps by our staff for general publicity purposes without payment or permission. We guarantee that no photographs of compromising nature will be made public.</p> <p>CHANGES TO SCHEDULE Although every effort is made to adhere to schedules it should be borne in mind that the company reserves the right, and in fact is obligated, to occasionally change routes on safaris as dictated by changing conditions. Such conditions may be brought on by seasonal rainfall and / or other unforeseen circumstances.</p>	<p>REFUNDS Whilst the company uses its best endeavours to ensure that all anticipated activities are available as planned, there shall be no claim of any nature against the company for a refund, either in the whole or part, if any excursion is unavailable or the passenger was unable to use that service.</p> <p>INSURANCE You must take out insurance cover before travel for cancellation, medical expenses, personal baggage and money. This should be arranged at the time of payment of the deposit to cover you from that time.</p> <p>AIRLINE CLAUSE In the event of changes in programmes and schedules due to airline delays, etc. Resulting in total or partial cancellation of a booking or any additional services rendered, NamibRand Safaris (Pty) Ltd. shall be in no way liable for costs arising from such changes and delays. In such an event normal cancellation policies apply.</p> <p>DELAYS The company cannot be held liable for any delays due to airlines not running to schedule and problems en-route with rental vehicles (i.e. flat tyres, engine problems, etc.). In the event guests cannot reach Wolwedans in time, normal cancellation policies shall apply.</p> <p>SPECIAL DIETS Guests requiring special diets are advised to inform us well in advance of their departure.</p> <p>CONSENT The payment of the deposit or any other partial payment for a reservation on a safari construes consent to all provisions of the conditions and general information contained in the company's information.</p>
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