

## **Africa Mosaic Safaris Namibia (2016/2023)**

### **GENERAL TERMS AND CONDITIONS**

#### **Confirmations**

The journey must be confirmed in writing by the client. Detailed and accurate information on the number of participants with full name, room occupancy, dates and special dietary needs are required. Price changes are applicable on the part of our local contractors until 60 days prior to arrival. Africa Mosaic Safaris in this case occurs as a negotiating partner and is trying to avoid such changes.

#### **Payment**

On confirmation, a 25% Deposit is due. The balance amount is due no later than 60 days prior to arrival in Namibia. Please send the proof of payment by email to [almut@africamosaicsafaris.com](mailto:almut@africamosaicsafaris.com). After receipt of the payment, you will receive the final confirmation. Bank transfer charges are payable by the client. For bookings with foreign currency, the current conversion rate is binding on the day of payment.

#### **Cancellation Policy**

Cancellation 60 Days or more prior to Arrival 0%

Cancellation between 31 and 59 days prior to Arrival 25% of the Total Amount

Cancellation between 21 and 30 days prior to Arrival 75% of the Total Amount

Cancellation between 0 and 20 days prior to Arrival 100% of the Total Amount

No Show 100% of the Total Amount

Cancellations must be made in writing. The date of receipt at Africa Mosaic Safaris is considered binding.

Price changes can be caused due to any of up to 30 days before arrival waiting lists and alternative bookings.

#### **Travel insurance**

We strongly recommend that every client has his/her private Travel and Luggage Insurance. Africa Mosaic Safaris is not liable for any Personal losses, accidents, medical expenses, flight delays.

#### **Rates**

Offered rate include the applicable 15% VAT and Namibia Tourism Board taxes.

#### **Liability**

Africa Mosaic Safaris is not liable for low quality / not provided services of service providers. However, we expect from the client to inform our offices in writing of any problems within 24 hours. Africa Mosaic Safaris will do everything in its capacity to resolve the complaint. Africa Mosaic Safaris is not liable for losses due to "force majeure", flight delays, and terrorism.

