

# ONDJAMBA SAFARIS

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NTB Registration Number TSO00125 & BOO00098

## PAYMENT INFORMATION & CANCELLATION POLICY

### PAYMENT POLICY

All safaris must be paid in full and cleared in our account at least 30 days prior to arrival. Should the booking be made less than 30 days prior to start of safari, then payment must be made, in advance, upon confirmation of the safari. Please bear in mind that SWIFT transfers can take up to 5-10 days to clear into our account.

In the case of lodges and activities in Botswana and certain lodges in Namibia, deposits may be required when confirming the reservation. Should this be the case, we will advise you accordingly when payments for those lodges would need to be made. The balance of the costs would then only need to be cleared at least 30 days prior to arrival.

Our preference is to receive the funds at least 60 days prior to arrival so that any unforeseen hitches in payment transfers can be sorted out in a timely fashion.

All safaris are assumed provisionally confirmed until either a deposit of at least 15% or full payment has been made to our account. If the cancellation period has started, and no cancellation letter has been received, the safari will also be deemed as confirmed.

### PAYMENT METHOD

Payments must be made by SWIFT transfer directly into our bank account:

- First National Bank of Namibia
- Swakopmund Branch Code 280-472
- Business Cheque Account Name Ondjamba Safaris Namibia
- P.O.Box 1166, Swakopmund, Namibia
- Account no. 62163201735
- And very importantly, the Swakopmund SWIFT code of our bank FIRNNANX and the branch code NA280472.
- The amount must be requested in South African Rand ZAR, and not in Euro etc. (1 ZAR = 1 Namibian Dollar).

We do not have IBAN codes in Namibia.

We do not accept credit card payments for safaris. We do, however, have credit card facilities at our booking office for any activities or further accommodation booked locally, in which case the signatory would be there in person.

## CANCELLATION POLICY

A cancellation must be made in writing. Upon receipt of the cancellation the following conditions apply:

|              |  |           |
|--------------|--|-----------|
| 0 – 14 days  | cancellation prior to expected arrival | 100% due. |
| 15 – 30 days | cancellation prior to expected arrival | 50% due.  |
| 31 – 60 days | cancellation prior to expected arrival | 25% due.  |

## INSURANCE

We are fully registered with NTB and have all the necessary insurances needed as a tour operator in Namibia, including public liability and passenger liability.

What we **do not** provide is personal and travel insurance, including insurance against holiday cancellation or curtailment due to illness, death in the family or for any other reason. This would be something you would need to ask your local insurance agent about.

