



COMMON BUSINESS RULES AND REGULATIONS

JOIN us in NAMIBIA
Kienitz Tours & Safaris cc
PoBox 277, Outjo
Namibia

Service

KIENITZ TOURS SAFARIS CC is a family business with 30 years of existence and experience in the tourism of Namibia. They offer all guests the potential and put all efforts to choose the best for your money. Therefore it would be easier to get some ideas of the standard of your wishes (luxury/standard) to work out a perfect and nice tour. Of course there is no limits to the high class level.

The majority of their tour offers represent what they call the 'real' Namibia: wherever possible they pick accommodation with a special touch or story while presenting 'Namibia an its people', otherwise they choose stunning locations all around the sight seeing places of interest in the near. Daily tour distances are kept to a minimum. Tour guides are equipped with a wide and deep knowledge and interest in countrys history, geology and politics, fauna and flora and are well trained with first aid courses. With detailed plans and routings guests can focus on a relaxing holiday.

Common rules and regulations cancellations / amendments / cancellation fees / not included in travel costs

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Cancellations

For KTS to avoid any cancellation fees to be paid they keep the right to cancel all bookings that have not been paid in full in time. In this case pre-payments will not be refunded.

Changes of confirmed bookings

If you wish to make changes to any confirmed bookings, a fee for each accommodation/activity to be changed will be billed at N\$100.- each.

All cancellations and amendments have to be done in writing. Please get in contact with KTS personally to be able to follow necessary procedures and to find alternatives.

Cancellation fees for both guided group and self-drivers

Payments of national park bookings are not refundable.

for guided tours

Cancellation > 60 days prior tour start, 20% of the total invoice amount are forfeited (=prepayment); remaining tour group members must accept higher tour price or cancel tour.

Cancellation > 30 days prior tour start, if there will not be found any other participants for the tour, 50% of the total invoice amount are forfeited; remaining tour group members must accept higher tour price or cancel tour.

Cancellation > 29-0 days 100% cancellation fee. Remaining tour guests can undertake tour.

for self drivers

Cancellation between 6 weeks and 28 days before tour start, 20% of the total invoice amount is forfeited (=prepayment).

Cancellation 27 days to tour start 100% of total invoice amount is forfeited.

Every travelling guest thus has to take out personal travel insurance to cover sickness/transport/cancellation costs.

Not included in price

Air flight tickets and all costs involved (e.g. airport taxes), insurances (cancellation, sickness, transport fees), additional daily fees and further expenses if the tour plan will be changed on site (add. Hotel accommodation on day of arrival or departure – change of tour itinerary) as well as tips. For tips a common amount of up to N\$35.- per person per day is paid for each guest at the overnight accommodation in guest farms/lodges.

Common rules and regulations travel pre-requisites / Visa – und Passport / Malaria prophylaxis / rented vehicles / accidents

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Tour offers

KTS will plan your trip together with you. Please let them know whatever wishes and travel plans you have regarding the routing or sightseeing places of interest and they will try their best to make ends meet to add an adequate vehicle and accommodation establishments for you to be able to enjoy a relaxed holiday and travel.

If there are no flight details available KTS will suggest a travel itinerary without any provisional bookings done. If you agree with the tour and flight details have been provisionally confirmed they will find out about availability and might have to choose alternative accommodation in cases of „fully booked“.

Please take note of **passport regulations**: in your passport there must be two blank pages left on date of entry. Please assure correct **visa requirements** if necessary. Please do not forget to bring all necessary documentations and visas.

Please inform yourselves at your doctor or in pharmacies or at tropical institutes about **Malaria prophylaxis** and protect yourselves the way recommended. Namibia is declared Malaria zone. Namibia is an african country and there are wild animal such as elephant, lion, rhino (to name the big ones) but also snakes, scorpions and spiders are at home there and make all-day-life in Africa.

If a self-drive tour is booked with a **rented vehicle** you will have to get familiar with the traffic rules and regulations of Namibia and be in possession of and bring along an international driving licence. The car is rented for you on a daily basis. Excess insurances can be agreed and paid with the car hire company on site or might be booked in advance as well. (KTS meanwhile includes all insurances in their packages). Please check on alternative tour quotes for these differences.

As soon as there occurs any kind of accident with the rented car you are requested to get a **police register** number for this case. You have to hand in this case number together with any insurance claim. If you let the car hire company know immediately what has happened – in case the car is not running any further – the car hire company will offer you a new contract to render the service for a new vehicle to your destination.

The flight rescue service included in some of the car hire packages do only cover the service of the flight to the nearest hospital but do not cover the medical costs for doctor or medicine.

Common rules and regulations rented vehicle insurances / credit card / responsibilities

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Please let KTS know to be able to re-route your travel plans, so that you can continue with your holiday. Please take note that all service providers will be trying to help with any amendments possible, but they have the right to ask cancellation fees for no shows.

With KTS inclusive– as mentioned meanwhile **KTS offers all rented vehicles for self-drive tours incl. of additional insurances** like reduced excess fee and glas/tyre insurance. Please note that in the official advertised daily rates those insurances are not included in general. Those might be taken out by each traveler on site when taking over of the vehicle. If you like us to exclude the insurance packages from the offers please let KTS know.

For any car hire service the person responsible for the rental and driving has to present a valid **credit card**.

KIENITZ TOURS SAFARIS cc cannot be held responsible for any lost/damage of luggage or personal belongings. Any travelling guest is fully and completely responsible for luggage and personal articles themselves. Every passenger is advised to take out adequate insurance cover to care for travel sickness while on tour, cancellations, travel interruptions and transport to home country in case of bad injuries or sicknesses.

KTS cannot be held responsible for any kind of damage or loss or injury or death, delays or inconveniences what the case might be regarding a person or their belongings. Might it be the problems have arisen through a person given order to by KTS, might it be circumstances of any kind, KTS cannot be held responsible for.

Common rules and regulations change of travel itinerary/ claims and complaints

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In case of unforeseen situations arising beyond control, KTS keeps the right to **change your travel itinerary** or other agreements. In this case KTS cannot be held responsible for any kind of limitations in your holiday planning. Of course KTS will do these changes with the utmost sensibility and with the most possible eye on your travel plan to find adequate alternatives.

Claims and complaints regarding accommodation establishments or vehicle have to be sorted out immediately with the service provider, to give him/them a chance to solve the problem. In case of communication (language) problems please do not hesitate to call KTS for help to assist. Therefore you have to get in contact/phone KTS immediately while still on site to be able to solve problems on site. If the problem cannot be solved on site, a letter of complaint has to be written and be signed by the service provider on site for the guest to be able to achieve and for KTS to look into a refund of not-full-filled services. Complaints only after your tour end will not be accepted and not have any legal basis to claim back travel monies.