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INSTRUCTIONS & CONDITIONS OF RESERVATIONS

1. HOW TO BOOK

In order to secure a booking this form must be completed in all respects and signed where indicated and the non-refundable deposit referred to below paid. Request Deposit Details on Enquiry.

On receipt of your deposit a confirmation letter will be sent with all relevant pre-tour/trip information, which includes directions, kit lists, itineraries and other important inform. We shall endeavor to ensure that all literature and/or brochures covering trips are correct at the time of printing. We cannot be held responsible for any changes after printing or for any inaccuracies or errors in such literature and/or brochures. Please ensure that you receive all this information.

2. ACCEPTANCE OF TERMS

Receipt of your deposit represents an acceptance by you of these terms and conditions.

3. BALANCE OF PAYMENT

The balance of the cost of the trip is payable no less than 30 days prior to trip departure.

4. CANCELLATIONS

31-60 days prior to trip departure- full refund less non-refundable deposit - This refund excludes any trip extras [Examples :Equipment + Transfers + Additional Guides etc]
0-30 days -prior to trip departure - NO REFUND WHATSOEVER - FULL AMOUNT WILL BE PAYABLE

5. POSTPONEMENTS

31-60 days prior to trip departure - no transfer or cancellation fee will be charged and your deposit will remain intact.
15-30 days prior to trip departure -50% off full trip value will be charged to transfer your dates.
0-14 days prior to trip departure - 100% of purchase price will be forfeited.

6. CANCELLATION BY FELIX UNITE RIVER ADVENTURES

In the unlikely event that we, or our operators have to cancel a trip due to any cause, Felix Unite River Adventures cc will make every effort to offer an alternative trip, but should the trip not be acceptable you will be entitled to an immediate and full refund. Should you commit any breach of the terms and conditions hereof or of any safety rules we reserve the right without prejudice to any other rights available to us in law to cancel this contract forthwith.

7. TRAVEL INSURANCE

You are personally responsible for arranging your own insurance and the costs thereof. When arranging your insurance please ensure that there are no exclusion clauses limiting protection for this type of activity. Please note that you and your personal property, baggage and money are at all times solely your responsibility. Furthermore, our tours depart at scheduled times and we cannot be held responsible for any loss you may suffer or additional costs you may incur as a result of your inability to meet the departure times.

8. VISAS & PASSPORTS

Where passports are required, the onus is on you to ensure that passports and visas are valid and that you are in possession of the required documentation as required by the countries visited. Felix Unite River Adventures cc, our staff or agents cannot be held responsible for where clients have not ensured updated or renewed passports or lack of valid travel documentation.

9. HEALTH

Please consult your doctor for specific advice regarding malaria infected areas and anti-malaria precautions. If you are a carrier of a contagious disease you are obliged to advise our reservations office on booking. All travel involves some physical exertion (even non-trekking tours) ie. altitude, extreme variations of temperature (hot & cold), duration of trip, difficult terrain, risks and physical exertion of river excursions and associated activities. However, our trips are designed to be within the capabilities of the general public who enjoy good health and are moderately fit and above all, adaptable. We reserve the right at our sole discretion to refuse participation without furnishing reasons in which event you will be entitled to a full refund.

10. PHOTOGRAPHY

We reserve the right without notice to make use of any photographic material or film taken on the safaris by our staff for general publicity or marketing purposes without payment or notice.

11. PERSONS UNDER THE AGE OF 21

The legal guardian of anyone under the age of 21 participating in a trip shall be required to sign the Booking and Indemnity forms.

12. CHOICE OF LAW

This contract shall be interpreted according to the governing laws of the Republic of South Africa.

13. CORPORATE AND GROUP BOOKINGS

Persons booking on behalf of a group of participants must ensure that Felix Unite River Adventures cc is in possession of this form, duly signed by all participants prior to departure. It is compulsory that this form be signed by the legal guardian of any participant under 21 years of age. NB Lack of signature will preclude participation in this event.

14. ASSUMPTION OF RISK

I accept full responsibility for any loss I might suffer as a result of injury, illness or loss of life or damage or loss to property that I or any of my party may sustain during the proposed trip from any cause whatsoever or however arising and I indemnify and hold Felix Unite River Adventures cc, its agents, employees and associates, harmless against any such claim however and without derogating from generality hereof. I record that I am aware of the inherent risks involved in river excursions, hikes, camping, being accommodated on the trip and associated activities. These risks include loss or damage to personal property, injury or fatality, accident or illness in remote places without medical facilities and exposure to temperature extremes or inclement weather. Knowing the inherent risks and dangers involved, I certify that I and my family / party members are fully capable of participating in these activities, that Felix Unite River Adventures cc has allowed me, my family / party to participate in this excursion subject to the condition that I, my family / party members will obey the lawful instructions of the guides and their deputies covering any aspect of the excursion and acknowledge that I am fully bound and will comply with instructions. I voluntarily assume the risk inherent in taking part in such excursions. My general health is good and there is nothing to my knowledge, which renders me unfit to partake in such excursions. With my signature I hereby acknowledge having accepted the terms and conditions that appear above. Please note that the legal guardian must sign if guest is under 21 years of age.

Proud Member of



Hospitality Association
of Namibia



Namibia Tourism Board

