



BOOKING TERMS AND CONDITIONS

1. Booking Your Holiday

To book your safari fill in our booking form on www.chameleonsafaris.com, if you have any questions regarding anything on the Booking Form please email, Whatsapp or phone us directly. Once you have agreed to an itinerary as supplied by us, the Booking Form must be completed and the deposit must be paid within 7 days of accepting the itinerary to secure your booking. Our preferred method of payment is through our payment Gateway and a link will be sent to you on completion of the Booking Form. The person who signs the Booking Form does so on the behalf of all persons named therein and all are subject to these conditions. The deposit required is 20% per person of the land content of the safari, which will be advised by us with the proposed itinerary, the balance of full payment is then due 30 days prior to the intended departure date. Bookings made within 30 days of intended departure must be accompanied by the payment in full to secure the booking. No booking will be considered definite or contract made until booking form and deposit is received, accepted by us and a confirmation/invoice issued. If the booking is not accepted the deposit will be returned

2. Amendments & Cancellations by You

If you wish to make any changes to, or cancel the land content of your safari after a contract has come into existence we will require such requests in writing, signed by the signatory of the Booking Form. If you wish to change any details of the land content of your safari (eg. change departure dates, accommodation types or even parts of the itinerary) we will do our best to help, however there will be an Amendment fee levied of 15% of tour price per person. If you wish to cancel your holiday, the following cancellation charges will be applied from the day written request of cancellation is received by us: Period before your Scheduled Safari departure within which written instructions are received by Chameleon Safaris Namibia
Amount of cancellation charge (shown as a % of total cost of land content of safari)

More than 30 Days Deposit

30 Days or less 100%

No booking should be considered cancelled until you have received confirmation from Chameleon Safaris in writing confirming cancellation and applicable cancellation charges.

2.1 The nature of the set itinerary offered by Chameleon Safaris works on the basis of minimum 1 person booked.

3. Our Covid policy

Your travel insurance must cover any change in flight plans or other covid 19 related issues including testing positive for covid 19 that can prevent you from traveling. We regret but we can not take liability and make any refunds if this happens, we will however defer your booking to a later date to travel. Your payment already received by us, will be kept safe and transferred to the new travel dates as supplied by you via email, less any charges levied to us by our service providers for late cancellation of your arrangements. Your travel insurance must also cover you for an unexpected extended stay in the country due to testing positive to Covid 19. Should you be suspected and test positive for Covid 19 during your safari, the company will assist with any arrangements to book you into an isolation facility as per the Government Covid guidelines, but all costs are to be borne by you, the client.

4. Amendments & Cancellations by Us

Due to the nature of the roads, weather conditions and accommodation in Namibia, we reserve the right to make minor changes (eg. places of accommodation, route changes) to the itinerary without notification to you as long as changes offered are of equal or similar standard/value. We must reserve the right to cancel a safari. Should we have to cancel for some reason other than failure to pay on your part we will offer you the choice of purchasing another safari from us (with you paying the difference if it is more expensive or receiving a refund if it is cheaper) or receiving a full refund of

monies paid to us. Very rarely, we may be forced to curtail your holiday after departure where a force majeure situation (such as those described in clause 5) arises. In this situation, we regret that we cannot make any refunds, pay any compensation or be responsible for any costs or expenses incurred by you as a result.

5. "Force Majeure"

We regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by reasons or circumstances amounting to force majeure. This includes any event which we the supplier of the service(s) in question could not, even with all due care, foresee or avoid such as, for example, war or threat of war, civil strife, natural or nuclear disaster, industrial dispute, terrorist activity, adverse weather conditions, fire, border closures due to a world pandemic and all similar events.

6. Your Responsibilities

Under terms of this contract, all clients are required to purchase suitable travel insurance on payment of the deposit. This must include the costs of medical assistance, including repatriation. It is also the responsibility of the client(s) to ensure that they are in possession of a current passport with at least 6 months validity and all other documents required for your safari (eg. valid visa). The company will not be liable if you fail to do so and you will be responsible for meeting any additional costs incurred by reason of such failure.

7. Overseas Standards Expectations

We ask you to note that standards in certain restaurants, bars and accommodation houses on tour are often quite different to those accepted as the "norm" in first world countries such as the USA, Europe and Australia, especially in third world countries. Do not expect first world USA/European/Australian standards overseas. Expect the relative 'norm' found at your country of destination, often best explained in the many good travel guides at bookshops or online. There can be no monetary compensation in the case of such scenarios or disappointments.

8. If You Have a Problem

If you are unhappy with any aspect of the Company's arrangements while you are on the safari, you must address the problem with the Company's representative, so that it may be corrected during the safari. If the problem cannot be resolved locally, you should send the full details by email to Chameleon Safaris Namibia to be received within 15 days of the completion of your safari. It is unreasonable to take NO action whilst on safari and then write a complaint upon return. In all such cases no complaint will be entertained.

9. Behaviour

We reserve the right, in our absolute discretion, to terminate without notice the safari arrangements of any client whose behaviour is such that it is likely, in our opinion, to cause distress, damage, danger or annoyance to our other clients, employees, property, any third party, to the animals or to themselves. If you are prevented from travelling because, in the opinion of any person in authority you appear to be unfit to travel (including suspected Covid) or likely to cause discomfort or disturbance to other passengers our responsibility for your safari thereupon ceases. Full cancellation charges will apply and we will be under no obligation whatsoever for any refund, compensation or costs you may incur.

10. Special Requests

If you have any special requests (such as dietary requirements) these must be noted on the Booking Form at the time you confirm your booking. We shall do our best to meet your requirements but we cannot guarantee that they will be provided