



www.mopanetravelandtours.com

General Terms & Conditions

Please read these terms and conditions carefully. By accessing the website, sending an email booking, or booking direct at our offices, you agree to be bound by the below terms and conditions. These terms and conditions are subject to change in the sole discretion of the Board. The Terms and conditions as published on the Website at the time of the booking shall apply.

Mopane Travel & Tours CC shall not be obliged to notify person or entity (including card holders) of any amendments or change to the conditions.

GENERAL:

Proof of payment and booking confirmation from Mopane Travel & Tours CC shall be presented at check-in. Rates and details as published on the Website on date of booking shall apply and are subject to change without prior notice. Prices relating to the bookings will be indicated during the booking process.

The organizer of the trip (Mopane Travel and Tours) has the right to be able to change the itinerary even during the trip, while not altering the substance of the trip and visits.

Some changes to the itinerary can be made to safeguard the safety and health of the person.

Some changes to the itinerary can be made due to weather or unpredictable problems.

In the cases mentioned above, no refund will be recognized to the Customer, provided that the substance and the usability of the trip remain unchanged.

Please note that it is strictly forbidden to leave the cars in the national parks of Namibia, Botswana or Zimbabwe, where expressly indicated for the presence of dangerous wild animals. For these reasons, the Customer must scrupulously comply with the prohibitions, as no reimbursement for injuries or death will be recognized, since this is willful misconduct or fault and unconsciousness of the Customer.

BOOKING PROCEDURE:

Check ALL booking Details on the Booking Summary received.



REG. NO TFA01166

COMPANY ID cc/2019/09194 - TAX ID: 10770030



info@mopaneviaggi.it



+393926686158 - +393339313700



8 Temple Crescent, Meersig
Walvis Bay - Erongo 5385
NAMIBIA

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Advise Mopane Travel & Tours CC Booking Agent of incorrect booking details or changes immediately. It is the duty of the Purchaser to check the final Booking Summary.

Payment strictly 72 hours (3 days) after receipt of the Booking Summary, failing which, the booking will be deleted from the system automatically without prior notice.

The Status of the Booking Summary is PROVISIONAL and will only be converted to CONFIRMED, once the full Payment reflects on our Bank Statement.

Bookings are subject to availability at the time of the booking.

VISAS & DOCUMENTS:

It is the Customer's obligation to verify before departure the necessary visas and the documents necessary for entry into the Country.

In the event that a visa or entry into the country of travel is denied or revoked, no refund will be given to the Customer.

We therefore advise you to check the necessary documentation before departure by contacting your reference embassy.

CANCELLATION POLICY:

- From the moment of booking/confirmation of the services up to 31 calendar days after that date, a penalty equal to 50% of the total cost of the booked and confirmed services will be applied.
- After 31 calendar days from the booking/confirmation date and until the day of arrival, a penalty equal to 100% of all booked and confirmed services will be applied in the event of cancellation.

INSURANCE COVERAGE:

It is highly recommended that each individual customer is covered by adequate insurance that can cover medical and health expenses, flight delays and cancellations, and trip cancellation. It is therefore necessary, but not binding for booking purposes, that upon confirming the trip, customers independently purchase multi-risk insurance. Mopane Travel & Tours CC is not responsible for any damage to uninsured Customers, the Trip Organizer also does not offer the possibility of selling insurance policies, burden and responsibility which remains attributable exclusively to the Customer and the trip participants.



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PAYMENT OPTIONS:

Customers can pay by bank transfer:

Account name: Mopane Travel and Tours CC/2019/09194

Account number: CHK 8016986178

Branch code: 481-872

Branch name: Walvis Bay

Swift code: BWLINANX

CURRENCY: NAMIBIA DOLLAR

ACCOUNT HOLDER: MOPANE TRAVEL & TOURS EUROPE LTD

BIC/SWIFT: TRWIBEB1XXX

IBAN: BE13 9674 6488 9539

CURRENCY: EURO

Credit card payments are accepted with a 5% surcharge on the transaction.

We remind Customers that bank transfer costs must always and exclusively be borne by the payer.



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