

QUOTATIONS AND PAYMENT

QUOTATIONS

- Quotations are only valid for the period as specified in the proposed itinerary.
- All quotations are subject to the availability of all services at the time of making a reservation.
- The price quoted is subject to change in the event of any unforeseen increases in fuel costs including currency fluctuations (relevant to aircraft or transfer services) and/or Government levies/taxes.
- Services are quoted and invoiced in different currencies depending on the currency of the client. Botswana, Kenya, Mozambique, Zambia and Zimbabwe are mainly quoted in USD whilst South African (with the exception of Mala Mala) and Namibian services are quoted and invoiced in Namibian Dollars (N\$ or NAD). Regional and domestic commercial air is quoted in various currencies depending on the airlines, tax rulings and routings.
- The rate of exchange can only be determined on date of payment of invoice. In order to provide an indication of total price in USD, GBP, or EUR one must convert the NAD (N\$) quote or invoice to USD, GBP, or EUR using the current rate of exchange. Please note this will provide an indication only and will be subject to adjustment based on the rate of exchange on the date of payment.
- If you do pay in a currency other than the invoiced currency, the currency conversion must be contracted at a rate of exchange as determined by Secret Namibia. Please ensure that you contact us to establish this exchange rate in advance of payment, and contracted rates will be confirmed to you in writing by way of email — send your request to bookings@secretnamibia.com or your Travel Designer directly.

DEPOSIT, PAYMENT & CANCELLATION TERMS

- Deposits due to Associated Product follow respective supplier T&Cs
- Cancellations on Associated Product follow respective supplier T&Cs
- A **30% non-refundable deposit** will be required to confirm a booking, subject to upwards adjustment if required by third-party suppliers.
- **Full payment is due 60 days prior to arrival**, after which cancellation fees will apply as follows:

Period Before Departure When Written Cancellation Is Received	Cancellation Charge Per Person Cancelling
More Than 61 Days	Deposit Only
Between 31 and 60 Days	75%
30 Days Or Less	100%

In the event that you cancel a reservation for any reason, such cancellation must be made in writing (if the reservation was made online) and will only be effective upon written acknowledgment by Secret Namibia of the receipt of the notification of cancellation. In such instances, you as the client are essentially liable for the cancellation charges.

Should a guest/s fail to arrive or any cancellations are made after the departure date, Secret Namibia will be entitled to treat the reservation as cancelled without giving notice and 100% of the tour price as a cancellation fee will apply (including repatriation and any administrative fees incurred by Secret Namibia as a result of such cancellation, including but not limited to cancellations due to ill health or injury).

THIRD PARTY PROPERTIES AND BOOKINGS

- The booking terms and conditions for Associated Product properties will vary from property to property. Should you require the booking terms for a specific property, please request this from your Travel Designer.
- Secret Namibia merely acts as a reservations office in terms of these properties, and any obligation that is created as a result of such a booking, shall be between you and the Associated Property.

GENERAL INCLUSIONS:

- All accommodation on a shared basis;
- Meals as specified;
- Excursions and transfers as included in the quote;
- Services of the camp/lodge guides and staff;
- Relevant park fees and entrance fees as specified in the quote;
- Drinks as specified — drink inclusions may differ between camps/lodges;
- Laundry can be done at most camps/lodges and hotels. In some cases this is included in the rate as quoted;
- Accommodation taxes, the applicable Tourism Levies and all relevant Value Added Tax (VAT) or Government Sales Tax (GST).

GENERAL EXCLUSIONS:

- Meals not specified in the quote such as lunch and dinner in city hotels;
- Any drinks, park fees, entrance fees, portorage, tours/excursions and transfers not specified in the quote;
- Any scheduled commercial flights and related taxes;
- Cancellation, baggage and medical insurance;
- Staff gratuities;
- Any new Government Taxes, levies, fuel or industry increases which are beyond our control;
- Visa fees where relevant.
- Any items of a personal nature.

IMPORTANT NOTES ON ARRIVAL AND DEPARTURE TAXES

- Should a visa payment be required, this will need to be made in US Dollar cash. Change is often not provided and thus the exact amounts payable are essential (with small denominations encouraged for easier and quicker transactions). Travellers Cheques and credit cards are not usually accepted for this purpose;
- Departure Taxes are excluded on all light aircraft transfers in Zambia and Zimbabwe. Applicable at manned airports only, these taxes are to be paid direct in cash on departure, unless included in your air ticket cost;
- All taxes are subject to change without prior notice;
- Zambia Airport Departure Taxes: may be paid in US Dollars or Kwacha, the local currency. Kwacha amounts may vary depending on the rate of exchange on the day — the below are guidelines only. Note that credit cards and Travellers Cheques are not accepted forms of payment for this purpose.
- On International flights: Departure tax, security tax and infrastructure & development tax - USD40.00 per person; Passenger Safety Charge - USD 10.00 per person.
- On Domestic flights: Departure tax, security tax and infrastructure & development tax - USD16.00 per person; Passenger Safety Charge - USD 5.00 per person.
- Zimbabwe Airport Departure Taxes: paid in US Dollars only and in cash. Currently, and subject to change, these taxes are as follows:
- On International flights: Departure Tax plus Aviation Infrastructural Development Fund — USD 50.00 per person.
- On Domestic flights: Departure Tax plus Aviation Infrastructural Development Fund — USD 15.00 per person.
- Ex Kariba Airport specifically: Departure Tax — USD 15.00 per person.

SCHEDULED FLIGHT TICKET RESERVATIONS

- All airlines require full first names and surnames as per the passengers' passport to make a reservation.
- All airlines DO NOT allow name changes — after the reservation has been made, nor after the ticket has been issued.
- Fares and taxes on flights are quoted per person and at current rates. These are subject to airline increase or rate of exchange fluctuations at any time prior to date of issue.
- Airfares are subject to seat availability and rules, including discounted fares (if applicable), and pertaining to advance purchases, cancellation and amendment penalties.
- NOTE: In line with airline and government regulations around the world, we are required to supply the following information before air tickets may be issued for reservations made on scheduled flights (commercial air) — passport name, passport number, date of issue, date of expiry, country of issue, date of birth, gender and nationality .
- Cancellation fees will be charged if applying for a refund on an issued ticket.
- Secret Namibia and their partners cannot be held responsible for any re-routings, delays or cancellations imposed by the airlines. Guests should carry adequate travel insurance to cover such eventualities.
- All airline reservations are subject to the terms and conditions of the specified airline.

TRAVEL ADVICE AND INSURANCE

- We provide pre-tour information relevant to all countries in which we operate, and this should answer most questions a guest might have regarding travelling on safari with us. We will send this to you on confirmation with a suggested packing list and request that you please provide your guests with a copy accordingly. These documents are updated as and when there are relevant changes — if you keep a copy on file (which we do not recommend), please ensure that you do have the most up-to-date version at all times. Please note that we do not take responsibility for any edits you might make to our original document.
- Prior to confirming the booking, each guest must take out comprehensive travel, medical, cancellation, curtailment and default insurance for the duration of their trip.
- Due to the remote areas in which we operate, it is vital that all guests are covered for emergencies and other unforeseen circumstances. We will not be held responsible for any guest travelling without insurance.
- The relevant cancellation policy applies should the guest fail to join or start their safari/journey for any reason, including airline delays or missed connections. Please ensure adequate travel insurance is in place for this eventuality.
- The above itinerary may include camps/lodges that are situated in Malaria and Yellow Fever areas. Please consult a medical practitioner, pharmacist or travel clinic to establish what precautions and/or vaccinations will be required.

FORCE MAJEURE

“Force Majeure” means, in relation to the Company, any circumstances beyond the reasonable control of the Company and/or its suppliers including, but without limitation to acts of God, explosion, flood, tempest, fire or accident, war or threat of war, terrorist attacks, sabotage, insurrection, civil disturbance or unrest, or requisition, illness, pandemic or epidemic, quarantine, government intervention or hindrance of any kind, weather conditions or other untoward occurrences.

The Company shall not be deemed to be in breach of its terms and conditions or otherwise be liable to the agent, because of delay in performance, or by non-performance of any of its obligations hereunder to the extent that any such delay or non-performance is due to any Force Majeure.

If the Company or any of its suppliers are affected by Force Majeure it shall be entitled to, and may in its sole and absolute discretion, vary or cancel any itinerary or arrangement in relation to a confirmed booking. Payment of any refund by the Company to the agent as a result of the non-performance of any of the Company's obligations hereunder shall remain at its sole and absolute discretion although the Company shall use its reasonable endeavours to reimburse the agent where possible. In all cases, the Company shall be entitled to deduct from any refund recoverable, the reasonable actual and potential costs to the Company, of the Force Majeure.

Where a Force Majeure event has occurred, it shall remain in the Company's sole and absolute discretion whether or not to proceed with the trip. If, after having made all

reasonable and proper enquiries, the Company is of the opinion that the trip may proceed, and the agents' guest/s choose to cancel their trip, no refund will be payable to them and the standard cancellation clause will apply.

Secret Namibia's standard booking conditions apply to all arrangements. EOE
Please note that all deposits received will be non-refundable unless otherwise indicated.

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