

# Terms & Conditions

## GENERAL

- The client making a booking or to whom service is rendered is deemed to have read and accepted our terms and conditions
- The quotation is subject to availability of vehicles and bookings are performed on a first come first served basis.
- The quoted rate **includes**: the tour or transfer, fuel, toll fees, services of a professional driver, trailer, passenger and public liability insurance, operational permits.
- Fuel levies may be added should the fuel price increase unexpectedly between time of booking and date of excursion
- The quoted rate **excludes**: any entrance fees, conservation fee for the Kruger national Park, immigration and customs fees.
- Meals and refreshments can be provided on request
- For overland trips, meals and accommodation are for the client's account.
- Quotations are valid for a period 30 days from date of request

## PAYMENT

- Payment can be made via wire transfer or cash deposit into our bank account as supplied in your invoice.
- A securing deposit of 50% is required on the date of your confirmation or 21 days before the departure date.
- Full payment is due 24 hours before departure.
- For customers who have qualified for payment terms with Ntwanano Tours & Travel, payments must be made strictly within 30 Days from date of invoice.
- Invoices will be processed the day the tour or transfer takes place.
- Outstanding amounts will accrue interest at a rate of 15.5% per annum compounded daily.

## CANCELLATION

- All requests for cancellations must be made in writing. Ntwanano Tours & Travel cancellation policy and schedule is as shown below (percentages indicated in the blocks will be levied as cancellation penalty):

	45 – 30 Days prior to arrival	29 – 15 days prior to arrival	14 – 01 days prior to arrival
Groups	25%	50%	100%
Cancellations will only be accepted in writing as per above.			

## **RESPONSIBILITY**

- *Ntwanano Travels & Tours* and their associates, act only as agents for the passenger's and will therefore have to disclaim any responsibility for loss damages, change and alterations in the itinerary due to unavoidable circumstances such as landslide, road blockage, floods, political unrest, delay arrival, sickness or accidents and cancellation of flights.

## **VISAS**

- Visas are required for entering some countries like Swaziland and Mozambique. These can be obtained from embassies or high commissions in your country.