



3 Orange Street
8800 Upington / South Africa
Email: pieter@kalaharisafaris.co.za
Mobile: [+27 82 435 0007](tel:+27824350007)
Office +27 87 23 35 067
VAT nr 10 440 850 23

KALAHARI SAFARIS TERMS & CONDITIONS

CANCELLATION POLICY:

Cancellation more than 60 days client receives full deposit back
Cancellation less than 60 days client receives 70% of deposit back
Cancellation more than 30 days client receives 50% of deposit back
Cancellation less than 30 days client receives 20 %

VEHICLE POLICY:

DAY OF DEPARTURE:

On day of departure: Client/guest must inform the owner Pieter Hanekom IMMEDIATELY AND WITHOUT DELAY (by calling 082 435 0007 by the client personally) if client is not fully satisfied with vehicle and Kalahari Safaris will immediately and free of charge find a suitable replacement. If the client starts the tour without informing the owner of any problems Kalahari Safaris accepts that the client is satisfied and no refunds will be owed to the client.

VEHICLE BREAK-DOWN OR OTHER VEHICLE PROBLEMS DURING THE TOUR:

Our vehicles are regularly serviced and kept in an acceptable running order, but due to bad roads and harsh temperatures there is a small chance that a vehicle can break down or have mechanical problems.

In this case Kalahari Safaris will do the following:

- 1) Repair vehicle at a workshop at the relevant camp. We will book a day drive with SANPRKS vehicle at our cost to proceed with your tour.
- 2) If vehicle is not repairable Kalahari Safaris will send a substitute vehicle from Upington within 3 hours.
- 3) If the client has own vehicle and agrees that we can use it we will pay for the fuel only.

Should a vehicle break down we will do our utmost best to proceed with the original itinerary of our clients. If not due to time constraints then we will book alternative accommodation of the same standard at our cost.

OTHER QUERIES:

Should our clients have problems or queries regarding food, accommodation, the tour guide or vehicle the client must contact Pieter Hanekom PERSONALLY AND IMMEDIATELY by calling from any Sanparks- or other office 082 435 0007 or pieter@kalaharisafaris.co.za and inform Pieter of any problem/query. Kalahari Safaris will immediately and without delay solve any queries that may arise. If the client does not contact Pieter without delay and in person then Kalahari Safaris accept that the client is satisfied and no refunds will be due to client.

ACCEPTANCE OF TERMS& CONDITIONS AND VEHICLE POLICY:

By booking and paying a deposit with Kalahari Safaris the client AGREES AND UNDERSTANDS the Kalahari Safaris Cancellation- and Vehicle Policy as stipulated on www.kalaharisafaris.co.za on the contact/information page.