

The company Ohanya Tour and Safari CC (CC/2022/03575) will be referred to as “Ohanya” or “author” in the rest of the document.

Please read through the terms and conditions carefully. By accessing the website or making bookings you agree to these terms and conditions as it is published on the website at the time the booking/ enquiry is made. All terms and conditions are subject to change and Ohanya is not obligated to notify any person of any such changes.

General Terms and Conditions

Our website and the information contained therein is regularly reviewed and checked. But do note that the author accepts no liability for the correctness or completeness of the information displayed at any point in time. No claims may be made against the author for any losses obtained due to the use of the information displayed on the website. The author holds the right to change any part of the website at any time without notice.

The tours offered by Ohanya are a unique experience in Namibia as most facilities around the country don't offer vegan food options. We can guarantee that all food and drinks provided on our tours will be vegan-friendly as far as reasonably practicable as we put a lot of effort into product research and food preparation. But please note that we don't have control over all factors e.g., park facilities, lodge facilities et cetera, but we will try our best to accommodate you where we can. Ohanya cannot be held liable for any food, drink or product on any tour which might not comply with ethical vegan standards. We take no responsibility for products given to guests on tours that seem vegan-friendly if, in fact, they are not. We use the information provided to us by third-party companies but are not responsible for the correctness of such information. Furthermore, information from websites, food labels or companies' contact information is used when choosing products, but Ohanya cannot be held responsible if such information is misleading. We cannot guarantee that all products such as cleaning, car, camping or any other equipment or products, excluding the food items will comply with vegan standards. We welcome all guests who want to come on our tours, including vegetarians and meat-eaters, but please be advised that only vegan-friendly food will be served on our trips. For other diets food will be included at the lodge / resort (not provided by Ohanya), special rates, terms and conditions will apply. For these options Ohanya will then only provide snacks and drinks during the tours and guests will eat at the lodge/ resort.

Please be advised when booking a guided tour that we need to take along all food, camping gear etc., thus we kindly ask all our guests to be mindful when packing luggage. We have limited space and thus ask that only necessities to be brought along.

Important Information

- Google translate and other third-party translators have been used to translate the content on the website, on Tashi and PDFs. Information might get lost or interpreted differently in the other Languages. Please refer to the English documents as well if something is not clear in your local language or contact us for the specifics. The English documents should also be considered/read for any enquiries or bookings as this is the

information that applies to the tours (although all information is translated directly from English to the other languages, some important information might be missing or misinterpreted in other languages).

- Proof of payment needs to be sent via email to confirm bookings for specific dates to the following email address: info@ohanya.com.na
- Rates, tour details and prices published on the website shall apply and are subject to change without prior notice.
- By making a booking with Ohanya the client agrees to Ohanya's T&Cs.
- By making a booking at Ohanya clients also agree and give permission to Ohanya to make bookings on their behalf and thereby agreeing to the T&Cs of the lodges/camps/resorts.
- Ohanya will require a copy of each guest's passport for booking purposes.
- Please note that Ohanya selects lodges/camps/resorts that are in prime locations close to attractions based on guests' preferences and popularity. Ohanya cannot be held liable for poor services, dirty rooms, poor food experiences, facilities (i.e., pools that are out of order) or any misleading information from the lodges/camps/resorts side.
- If a campsite or lodge is not available that is mentioned in the Itinerary of packages on the website a similar lodge/campsite will be used nearby, guests will be notified of this change.
- For Camping Tours, please note that camp set-up and pack up can take up to 2 to 3 hours. Guests will be expected to get their baggage ready early morning as instructed by the guide. For groups of 3 or more the guests might be requested to assist with camp set-up and pack up.
- It is each guest's own responsibility to read up on Namibia's travel/visa/travelling with children's requirements/ for your country. Ohanya is not responsible to provide you with this information.
- Please note that you will be required to sign an indemnity form (for adults and minors) before the start of the tour. It is also your responsibility to have your own (adequate) personal insurance when travelling to Namibia (i.e., travel insurance in case of any emergency situations).
- It is imperative to listen to your guides on tours, especially in National parks like Etosha National Park where there are wild animals. National Park and Namibian laws should be adhered to at all times.
- There will be zero tolerance for disrespectful behaviour or acts which don't comply with national laws and this will result in the immediate cancellation of the tour in severe cases.
- Please note rates quoted are subject to change based on final vehicle availability and accommodation availability. Rates/Quote/Invoice are final when deposit have been requested and availability confirmed.
- Furthermore, please note that Namibia is a safe country for tourists, but it is advised to keep an eye on all of your valuables. Also, we advise against walking alone at night, rather make use of safe transportation.
- We encourage you to be aware of the dangers of Namibian wildlife, driving on our roads, personal safety, taking care of your valuable items, etc. when you visit Namibia.

- If you plan to make use of self-drive tours, it is important to obtain insurance relevant to a self-drive trip in Namibia.
- You might want to visit the Motor Vehicles Accident (MVA) Fund's website (<http://www.mvafund.com.na/>) (in particular, you can visit the FAQ section that talks about making claims in the case of an accident).
- It is imperative to bring along any medication which you might require when visiting Namibia. Ohanya is NOT permitted to give a guest any medication under any circumstances.
- Tours are in rural areas, thus far from any medical practitioners, clinics or pharmacies. So please be advised to bring along allergy medications if you have severe allergies.
- **Please note:** Our whole team at Ohanya Tour and Safari have been fully vaccinated against Covid-19 and we take every precaution necessary to ensure your safety.

Payment and Booking Information

Payments can be made via the link emailed to you with the quotation for the specific tour package. There are various payment options (when following the link), or payment can be made via EFT/bank transfer (bank details on quotation). Deposits are required within 10 days after receiving the quotation. The remainder of the booking total should be settled at least 30 days before the start of the tour.

We make use of Tashi Travel's tour operator software for enquiries or bookings. We will be running at least two tours each month. The available start days inside each package option. If your preferred dates of travel are not displayed here, please still enquire we might be able to offer a level of flexibility on tour dates. Just add your preferred date to the enquiry form or email when enquiring about a tour.

If you are a single person interested in a specific tour package, you will still be able to book a tour date, but we will need at least a 2nd person to operate. That specific date and tour will be made available for direct bookings on the bookings page. If we don't get another booking for that specific date, we will have to reschedule for another tour date.

Please note that we accept bookings from different people for specific dates and tour packages until we reach full capacity for tours. If you would like a "private tour" for only your own group, you will need to enquire specifically for it, using our enquiry form on our website. Private rates can be seen in package.

Important Booking Information

At the moment Ohanya can only run one tour at a time and will not be accepting bookings for different tour packages on the same or overlapping dates. Please visit our bookings page on the website to view the different packages and available dates or enquire (using the enquiry/contact form) for custom quotes for larger groups, specific dates, specific requests, extended stays, or additional locations in Namibia.

When guests make a booking, a deposit will be requested, which is required to confirm the accommodation for the entire tour. If an accommodation mentioned in the Itinerary is not

available a similar option will be selected, and the client/guests will be notified before any bookings are made (all accommodation are subject to availability).

During our tours we want to give guests the best Namibian experience possible. Peak tourism season (July to November) in Namibia attracts a large number of tourists from around the world, and accommodation is therefore subject to availability, it is thus recommended to plan/book a tour well in advance.

Children under the age of 7 years can be accommodated. Please contact us / enquire on our website for rates and additional information. Please contact us for child rates, each lodge has its own child policy and rates.

Namibia mainly receives rainfall in the summer months, and this might not be ideal for camping, due to wet conditions and hot days. So, if you consider travelling from December till the end of April a lodging option is best. Ohanya can't be held liable if a tour is impacted by weather conditions.

Accommodation in Windhoek (Before and after Tour):

Accommodation in Windhoek before and after each tour (2 nights) can be added to any package from an estimated extra NAD 1500 per person sharing or NAD 2000 per person single. This will include mid-range accommodation (luxury accommodation can be arranged on request). Ohanya could also recommend accommodation in Windhoek that guests can directly book.

All-Inclusive Tours:

Custom tours might have specific T&Cs related to food and drinks (will be mentioned in the itinerary).

We would like to mention what the intended definition of "all-inclusive" is for our tour packages. We will provide all our guests with ample food and drinks throughout our tours. There will be enough food, drinks and snacks through the whole of our tour experiences. But please be advised that all food and drinks are brought along on our tours from Windhoek. Thus, it is very important to make use of the pre-tour food questionnaire (will be sent to guests once a booking has been confirmed) as this will give us an indication of your preferred drink and food options.

The all-inclusive option is available for vegan (plant-based meals) tours, where Ohanya provides all food, snacks, and drinks (non-alcoholic and alcoholic). For All-inclusive tours guests also get 2 drinks per day at lodges restaurants. Still water will be provided throughout the day.

If guests prefer to make use of lodge restaurants (for other diets) the all-inclusive rate will not apply (the full board rate will apply).

Full Board Tours:

Custom tours might have specific T&Cs related to food and drinks (will be mentioned in the itinerary).

The full board option is available for vegan tours (where Ohanya provides all of the food) or for other diets, where guests will make use of lodges facilities.

Breakfast, lunch and dinner is included in the full board option, as well as 3 drinks per day (alcoholic or non-alcoholic) provided by Ohanya + 1 drink per person per day at the lodge's restaurant (if not used this amount will not be refunded).

Lunch on tours: For guests making use of the lodge's restaurants, either a lunch pack or lunch at restaurant for specific NAD price per day (depending on tour and accommodation confirmed) will be included.

Dinners is usually buffet at lodges, but if there is an à la carte menu a specific NAD amount will be settled by Ohanya (equivalent to buffet rates), depending on accommodation or tour.

Please send an email for any specific information.

Food and drinks:

Custom tours might have specific T&Cs related to food and drinks (will be mentioned in the itinerary).

All food, snacks and drinks will be prepared and provided by Ohanya Tour & Safari for vegan camping and lodging options (either full board or all-inclusive) unless specifically arranged otherwise. Other diets can book the full board option, where guests will eat at the lodge's restaurants. Ohanya will request dietary information from all guests, regarding allergies, dietary requirements and preferences, to give guests a great experience and to make the necessary arrangements with lodges (where applicable).

Premium liquor/drinks are excluded in all tour prices (all-inclusive and full board).

Budget Tours:

Camping tours can be upgraded to budget accommodation on request or a mix of camping and lodging. Budget accommodation can include tented camps (pre-erected tents with beds),

backpackers or other budget accommodation. Accommodation for a tour will be confirmed with guests before a deposit is requested.

Luxury Tours:

Please enquire if interested in luxury accommodation for specific rates.

Cancellation Policy

- We require a 25% non-refundable deposit to confirm the booking.
- All deposits are non-refundable.

Refunds only apply to the remainder (75%) of tour prices:

- If cancellations are made 7 days before arrival, forfeit 100% of the booking
- If cancellations are made 14 days before arrival, forfeit 75% of the booking
- If cancellations are made 21 days before arrival, forfeit 50% of the booking
- If cancellations are made 30 days before arrival, forfeit 25% of the booking