



COMPANY INFORMATION

About Springbok Atlas

Established in 1946, Springbok Atlas has become a major player in the South African tourism and coach industries.

A member of Imperial Holdings Group, a highly successful company listed on the Johannesburg Stock Exchange, Springbok Atlas owns and maintains its own fleet of vehicles and has an established branch network covering South Africa and Namibia

Springbok Atlas is structured into small, focused divisions to ensure personalized and individual attention for its diverse international and domestic clientele

As a Complete Destination Management company, Springbok Atlas offers a full range of exciting products and services throughout Southern Africa including:

- Tailor-Made and Self Drive FIT itineraries
- Tailor- Made Escorted Groups Series Tours
- Scheduled Tours
- Airport Transfers
- Coach Hire

Why use us?

Springbok Atlas has been at the forefront of touring in Southern Africa, for over sixty years. Our consistent commitment to quality results in unrivalled levels of customer satisfaction. There is no greater sense of achievement than provided by the many letters of commendation, received from agents and guests, from around the world.

SUPERB ITINERARIES

Being in the tourism business for over 60 years has many distinct advantages and one of these is being able to develop itineraries which feature the very best of the region in a fine balance of traveling, sightseeing and leisure time. We take feedback from our guests very seriously and constantly evaluate this with our Tour Guides and Tour Designers.

EXCEPTIONAL TOUR GUIDES

We use only the finest, experienced guides. Our guides are renowned for their researched, educational commentary and their enthusiasm for sharing the joys of the region assure you of memorable holiday.

FINEST HOTELS AND LODGES

We reserve only the finest accredited places of accommodation, chosen to fit the tour concerned. Many are well known in their own right and feature internationally recognized brand names. We conduct our own regular inspections for your benefit and convenience.

EXCELLENT CUISINE

Most meals are included and these are often superb buffets offering a wide choice of local and international dishes. Where a meal is not included, this is generally for your convenience as

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Klein Windhoek



there may be a selection of venues. Your Tour Guide will be happy to assist you with a suitable choice.

24 HOUR SERVICE, 365 DAYS A YEAR

Whatever your needs, from a simple query to advice or an emergency, we have 24 hour contact numbers for your convenience.





STANDARD CONDITIONS OF BUSINESS

1. UNDERTAKING

Springbok Atlas undertakes to provide all services offered subject to the terms and conditions set out herein, which terms and conditions are accepted by the passenger.

2. DEFINITION

Springbok Atlas means: Springbok Touring of Namibia t/a Springbok Atlas
Passenger means: Individuals, groups, companies or other legal persons using the services offered by Springbok Atlas and includes the agents of passengers.
Services means: The provision of accommodations and/or transportation and/or meals as offered by Springbok Atlas and accepted by the Passenger.

3. TERMS OF PAYMENT

- 3.1. 3 months before commencement of services - a deposit of 25 % of the quoted tour price is required (N.B.: For tours that include NWR Rest camps and/or Private Game Reserves and Lodges, a different schedule of deposits, payments and cancellation fees apply. Full payment plus rooming list is required 60 days before commencement of services.)

Notes

- I. Booking made between 3 months and 45 days before commencement of services must be accompanied by a deposit of 25 % of the quoted tour price.
II. Bookings made within 45 days of commencement of services must be accompanied by full payment of the tour plus rooming list.
III. Where circumstances do not permit the timeout receipt of funds, explicit confirmation of transfer of funds will enable us to reserve services.
- 3.2. Payments may be deposited directly into the following bank account:
- Springbok Touring of Namibia Pty Ltd
First National Bank of Namibia
Commercial Suite Branch
209 Independence Avenue
Windhoek
Account Number: : 55500077570
Bank Code : 28 19 72
OR
Telegraphic Transfer
SWIFT CODE : FIRNNANX
- 3.3. If payments are made in negotiable foreign currency, the payer will be responsible for any short payment resulting from exchange rate fluctuations. The exchange rate applied by the official bankers of Springbok Atlas on receipt of monies will be accepted as the applicable rate.

- 3.4. If the required deposit or final payment is not received by due date, Springbok Atlas reserves the right to withdraw services.

4. CANCELLATIONS

4.1. General Conditions

- 4.1.1. Cancellations made more than 60 days prior to arrival will not normally result in cancellation fees being charged. However;
- 4.1.2. Springbok Atlas reserves the right to recover any costs incurred or charges received from suppliers up to the date of cancellation.
- 4.1.3. In the event of services being cancelled 45 days or less, prior to arrival, the following cancellation fees will apply.
- 45 days to 31 days before commencement of services : 25% total quoted tour price due. (Subject to 2. above)
 - 30 days to 15 days before commencement of services : 50% of total quoted tour price due. (Subject to 2. above)
 - 14 days or less before commencement of services : 100% of the total quoted tour price due

We recommend that you ensure that your passengers take adequate personal cancellation insurance cover before departure from home.

4.2. Special Conditions

For tours that include services of certain suppliers with more stringent policies, e.g., Namibia Wildlife Resorts, Private Lodges and others, different cancellation fees will be enforceable.

5. AIRLINES

Cancellations and refunds

In the event of cancellation or failure, for any reason whatsoever, to use confirmed space, as ticketed, 25% (twenty five percent) of the applicable airfare will be forfeited. A change of reservation constitutes a cancellation. Extension of ticket validity is not permitted, except when a passenger is hospitalized due to illness or in the event of the death of a member of the passenger's immediate family.

Responsibilities and booking conditions

All airfare reservations are arranged subject to the conditions imposed by the respective airline.

6. LUGGAGE

One suitcase (preferably a soft bag) and one overnight bag per person is allowed. Springbok Atlas accepts no responsibility for loss or damage to luggage or personal property from whatsoever cause arising. Passengers are advised to take up adequate insurance cover.

7. DELAYS



Springbok Atlas shall not be responsible for the consequences of any delays whether arising from accidents, breakdowns, or any other cause.

8. RESPONSIBILITY

Springbok Atlas carries comprehensive passenger liability insurance details of which will be made available on request. Springbok Atlas is not responsible for any damages sustained by any passenger as a result of any act or omission whatsoever of any hotel, airline or other person, notwithstanding the fact the Springbok Atlas acted as agent of such hotel, airline or other person.

9. LAW

The law of the Republic of Namibia shall govern the relationship between Springbok Atlas and the passenger and the Courts of the Republic of Namibia shall have sole jurisdiction in respect of any claims and/or disputes which may arise between Springbok Atlas and the passenger, or Agent.