

## [Nande Junias Explorer Tours Booking Terms & Conditions](#)

These terms and conditions may be amended from time to time and apply to all of our services.

By accessing, browsing, using and/or completing a reservation through our ([www.nandexplorertours.com](http://www.nandexplorertours.com)) website you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below.

Explorer Tours is a tour operator, offering a wide range of tours in and around Swakopmund.

Bookings can be made directly through [nandexplorertours@gmail.com](mailto:nandexplorertours@gmail.com) or [nandjunias@gmail.com](mailto:nandjunias@gmail.com), its sub-brands and/or any other website through which Explorer Tours makes their services available example viator and safaribooking.com. If you are having any problems booking through Explorer Tours website [www.nandexplorertours.com](http://www.nandexplorertours.com) . then please contact our Customer Support Team ([nandexplorertours@gmail.com](mailto:nandexplorertours@gmail.com) or [nandjunias@gmail.com](mailto:nandjunias@gmail.com) our emergency number is +264812134443 or +264810456310.

Please make sure to fill in and/or provide all necessary details upon booking your tour with Explorer Tours. Once you have completed the booking process a booking confirmation will follow, containing your booking number and the voucher/s for the services booked. The voucher will be your proof of payment so please bring it with you on the day of your tour. Please note that you are responsible for carefully checking all details on your confirmation and related travel documents to ensure that they are correct. In the event of discrepancy, such as booking mistakes where the wrong date and/or incorrect number of participants was booked please contact Nande Junias on +264810456310 or send us an email immediately as it may not be possible to make amendments to your reservation when it gets closer to your tour date. Nande Junias Explorer Tours cannot be responsible for mistakes in the booking process.

Explorer Tours reserves the right to alter itineraries and/or timetables should it be necessary, due to adverse weather and or other related conditions. Explorer Tours is not responsible for expenses and/or other related costs due to factors outside of its control, such as flight delays, changes and or cancellations, etc. and/or other unforeseeable matters. You are responsible for providing Explorer Tours with the correct contact information and related details so that we can keep you informed in the event of changes made to the services booked.

### **1. Prices**

Please note that all prices for the services provided by Explorer Tours and its sub-brands are in the company's local currency NAD and ZAR. As a local operator Explorer Tours can not be responsible for currency fluctuations and or additional fees outside its control that may be applied such as bank transfer fees, credit card fees and etc.

## 2. Pick-up & Drop-off Services

Explorer Tours offers pick up and drop-off services for ALL of its tours.

You as the booking office or traveler are responsible for your pick-up, this includes providing Explorer Tours with your pick up location in time as well as being ready at the correct time for the pick-up for your tour. Explorer Tours will provide you with information about your pick up time on your voucher which is provided upon booking. If you are unsure when to be ready for your scheduled tour then please contact our Customer Support Team at [nandexplorertours@gmail.com](mailto:nandexplorertours@gmail.com)).

Please note that missing the pick-up does not entitle you to a refund of the price paid for the services. You are responsible to be ready for pick up at the assigned pick up point from the start of the pick up time in order to not miss our guides when they arrive to pick you up.

## 4. Meeting us on location

If you are planning to meet us on location for your tour then please be sure that this can be arranged. For most of Explorer Tours, it is possible to meet us on location. Please read the tour description of your tour very carefully to see if meeting us on location is possible for the activity in question. Please note that there are still some tours where this can not be offered. If you are unsure which tours this follows under then please contact our Customer Support Team [nandexplorertours@gmail.com](mailto:nandexplorertours@gmail.com)).

You as the booking office or traveler are responsible for arriving to the meeting point in time for your tour. This includes being ready at the correct time at the correct location in time for your tour. Explorer Tours will provide you with information about the meeting point for your tour on your voucher which is provided upon booking. If you are unsure when to arrive for your scheduled tour then please contact our Customer Support Team as all pick ups are done at your accommodation.

Please note that if you do not arrive in time for your tour and/or are late to the meeting point of the tour, that is to say you do not arrive to the correct meeting point at the correct time for your tour then you are not entitled to a refund of the price paid for the services.

### Explorer Tours

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**Exploring the heart and soul of Namibia with your local guide, you are able to get to know the true African Authentic Hospitality**