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P.O. Box 4889 Windhoek

Company Registration: CC/2021/01471

NTB Registration No. BO001230

Invoice/Quotation Terms and Conditions

1. Payment is made either of the minimum 40% deposit required or the full amount. In certain circumstances the minimum deposit is equal to the full amount of the invoice. As soon as payment has cleared into Oombe Travel Agency bank account, delivery has taken place on the part of the guest and the establishment is required to confirm the reservation and a reservation confirmation reference number is issued. Delivery on the part of the establishment takes place when the guest has physically taken up the accommodation reserved. Establishments may apply cancellation policy and Cancellation policies will have implications for refunds and these are dealt with in section 9. Value added tax at 15% is charged by VAT registered establishments on bookings.
2. The Company must receive the balance of the contract price no later than 60 days prior to Arrival.
3. The cost may vary according to the exchange rate applicable at the time of the booking.
4. Accommodation establishments may vary according to availability at the time of booking.
5. If the Company does not receive the full contract price 60 days before the arrival/travel date, the Company may cancel the reservation and retain whatever deposit or other funds it has already received from the client or his agent. The payment can be done via Bank Transfer into Oombe Travel Agency bank account. Payment is only collected when an invoice has been received from the establishment, while the quotation has not yet expired and when the guest accepts the quotation, an invoice will be shared with them for payment. Once payment has been made against the invoice, the offer and its acceptance become a binding contract. Following acceptance, the establishment is required to send confirmation of the booking.
6. The cost differences due to currency fluctuations will not be accepted by Oombe Travel Agency cc
7. The Namibian Dollar is not an international trading currency and will encounter larger handling fees due to conversions. The SWIFT code needs to be used for international payments. Such payments are required to be made long in advance but no later than 7 days before the expiry of the invoice, in order to allow sufficient time for the payment to clear into Oombe Travel Agency bank account. The invoice (offer) is deemed accepted when the guest payment is received into Oombe Travel Agency bank account within the validity period.
8. Clients must pay the exact amount and must place a reference number on the deposit slip. It is important to note that, when paying by transfer, the client's bank and/or foreign exchange charges are for the client's account, and are not borne by Oombe Travel Agency; Oombe Travel Agency requires that the net amount transferred/received is equal to the quote/invoice value.
9. Any cancellation of a booking and/or service by a client must be sent in writing and be

acknowledged by Oombe Travel Agency in writing. Clients should refer to their quotation/Invoice number and confirmation documentation for details regarding the payment schedule and cancellation terms.

Cancellation fees will be incurred as follows:

- 60-49 Days prior to arrival - 50% of the total invoiced/quoted amount
- 50 -29 Days prior to arrival - 75% of the total invoiced/quoted amount
- 30 – 21 Days prior to arrival – 85% of the total invoiced/quoted amount
- 20 Days or less prior to arrival - 100% of the total invoiced/quoted amount

10. Oombe Travel Agency will make every effort to avoid misquotation, however if we have made an obvious error or omission which leads to a material cost implication, we reserve the right to cancel a reservation without liability or penalty, or to allow you to make a top up payment to accommodate for such error or omission. Oombe Travel Agency reserves the right to levy a 5% admin charge on credit card and bank transfer refunds due to cancellations.

11. If a booking is changed to an earlier date than originally reserved, the Company will endeavor to change it, based on availability. But if changed to a further date there will be a charge of 5% on invoice value

12. It is the onus and responsibility of the client to obtain the necessary comprehensive insurance, visa, etc. before departure e.g. Medical expenses, protection or personal property and money.

Banking Details

Bank Name: Standard Bank Namibia
Account Name: Oombe Travel Agency cc
Account Number: 60005501228
Branch Name: Ausspannplatz
Branch Code: 082672
Universal Branch Code: 087373
Type of Account: Current Account
Account Currency; NAD
Swift Code: SBNMNaNX