

TERMS & CONDITIONS

Last Updated: June 2026

1. About Us

Soft Landing Africa is a collaboration between Birgit Leone (South Africa & Eswatini) and Ellen Horlebein (Namibia).

We provide relocation support, destination guidance and practical settlement assistance for individuals, families, retirees, investors, remote workers and long-term visitors relocating to Southern Africa.

2. Scope of Services

Services may include:

- Relocation planning
- Visa and residency guidance
- Property orientation
- Area familiarisation
- Healthcare information
- Education and schooling information
- Banking and administrative guidance
- Settling-in support
- Personal consultations
- Local introductions and referrals

3. Advisory Nature of Services

Soft Landing Africa provides guidance, practical assistance, local knowledge and information.

We are not:

- A law firm
- A government authority
- A licensed immigration authority
- A financial advisory practice
- A tax advisory practice
- A property brokerage or estate agency

Clients remain responsible for obtaining professional advice where required.

4. No Guarantee of Outcomes

Soft Landing Africa cannot guarantee:

- Visa approvals
- Residence permits
- Permanent residency
- Citizenship applications
- Employment opportunities
- Property purchases
- Property rentals
- School placements
- Banking approvals
- Government decisions

Final decisions remain solely with the relevant authorities, institutions and service providers.

5. Third-Party Services

We may introduce clients to attorneys, immigration specialists, accountants, estate agents, schools, healthcare providers, insurers and other service providers.

Soft Landing Africa accepts no responsibility for the services, actions or decisions of any third-party provider.

6. Client Responsibilities

Clients agree to:

- Provide accurate information
- Supply requested documentation
- Meet deadlines
- Verify information before submission
- Comply with applicable laws and regulations

7. Fees and Payments

Fees will be agreed in writing before services commence.

Prices are quoted in Euro (€).

Payments may be accepted in Euro (EUR), Namibian Dollar (NAD) or South African Rand (ZAR) at the exchange rate applicable on the invoice date.

Invoices may be issued by Soft Landing Africa, Wild Cherry Adventures or a designated administrative service provider acting on behalf of Soft Landing Africa.

8. Cancellations and Refunds

Where services have already been delivered, researched, scheduled or arranged, fees may be partially or fully non-refundable.

Specific cancellation terms may be agreed for individual engagements.

9. Limitation of Liability

To the fullest extent permitted by law, Soft Landing Africa, Birgit Leone and Ellen Horlebein shall not be liable for:

- Visa refusals
- Immigration decisions
- Government actions
- Legislative changes
- Property transaction outcomes
- Employment outcomes
- Financial losses
- Travel disruptions
- Delays by authorities
- Decisions of third parties
- Indirect or consequential damages

Any liability shall be limited to the amount paid for the specific service concerned.

10. Confidentiality

Information shared by clients will be treated confidentially and used solely for the purpose of providing requested services.

11. Force Majeure

Soft Landing Africa shall not be liable for delays or failures caused by circumstances beyond its reasonable control, including natural disasters, pandemics, government actions, civil unrest, strikes or transport disruptions.

12. Complaints

Clients agree to notify Soft Landing Africa in writing of any complaint and allow a reasonable opportunity for resolution before pursuing external action.

13. Governing Law

These Terms & Conditions shall be governed by the laws of the Republic of Namibia unless otherwise agreed in writing.

14. Contact

hello@softlandingafrica.com

www.softlandingafrica.com