

TERMS & CONDITIONS

1. CONDITIONS OF BUSINESS

Travel-Click acts at all times as an agent, subagent or broker for various principals and other parties, *inter alia*; airlines, hotels, tour operators, shipping companies, car hire and touring firms and other providers of tours, transport, sea or land arrangements and other travel-related services. We act on behalf of these principals and are not responsible for acts of error or omission made by them or their agents.

2. PASSPORTS, LEGAL DOCUMENTATION, VISAS, VACCINATIONS & INSURANCE

2.1 Passports

It is the client's responsibility to ensure that all passports are valid for a minimum of 6 months after return date to South Africa. Temporary passports may not be accepted for travel to most destinations (e.g United Kingdom). Please ask your consultant for further details.

2.2 Unabridged Birth Certificate

Immigration regulations effective from 1 June 2015, one of which requires all children under 18 years of age to travel with their unabridged birth certificate. Please ensure you have applied for these well in advance before your intended holiday. Kindly visit www.dha.gov.za for more information.

2.3 Visas

Clients should ensure that they comply with the necessary visa requirements for all countries visited and transited and that their passports have sufficient blank pages for the issuance of visas.

2.4 Vaccinations

It is the client's responsibility to obtain the necessary vaccinations prior to travel. Please ask your consultant for further details.

2.5 Travel Insurance

It is **highly recommended** that clients take out adequate insurance to cover instances such as cancellation due to illness, accident or injury, loss of/or damage to baggage and sports/music equipment, etc. Please note that various credit card companies also offer limited levels of travel insurance - clients are advised to obtain the details of the cover offered from the relevant financial institution.

3. QUOTATIONS

Quotations are provided in writing at the current daily exchange rate and are valid for a limited period only. Travel-Click reserves the right to amend any quotation until full payment has been received. Should the quotation be increased as a result of an exchange-rate fluctuation, the client is still liable to pay the revised price quoted. Airfares are subject to the cost and conditions provided by the airlines.

Should the client be a group booking and the group number deviates from the number required for the booking, the principal may reserve the right to re-cost the quotation and raise a surcharge. Should any client refuse to accept and pay the surcharge, it may result in the principal cancelling the booking and retaining any payment the client has already made.

4. PACKAGE PRICES

Prices are correct at time of invoicing and are based on current airfares, taxes hotel rates and the current exchange rate. Travel-Click reserves the right, without prior notification, to adjust prices in accordance with increases in airfares, taxes and in the event of any currency and/or price adjustments, which may become effective up to the date full payment is received.

With regard to tours, a non-refundable deposit may be required before commencement of the booking and the balance of the payment is to be received by the date stipulated by the tour operator.

5. TRAVEL DOCUMENTS

Flight tickets, accommodation and car hire vouchers, itineraries, etc will only be prepared and supplied to the client upon receipt of full payment.

6. AMENDMENT FEES

An amendment fee per booking may be levied by the relevant principal for any changes to the confirmed itinerary and/or ticket.

7. CANCELLATIONS

In the event of the client cancelling a booking/s, the client is liable for the cancellation fee stipulated by the relevant principals over and above the cancellation fees charged by Travel-Click.

8. UNSCHEDULED EXTENSIONS

In the unlikely event of there being an unscheduled extension to the final itinerary caused by flight re-scheduling, flight delays, bad weather, strikes or any other cause which is beyond the control of Travel-Click, its agents or the principal, all expenses relating to these unscheduled extensions (e.g hotel accommodation), will be for the client's account.

9. ITINERARY VARIATIONS

While every effort is made to keep to the final itinerary, the principals reserve the right to make changes intended for the client's convenience e.g. in some cases, weather conditions can necessitate an alteration in the itinerary. Any such variations in the final itinerary do not constitute any reason for a refund and Travel-Click is not liable for any such variations. It is the client's responsibility to check each amendment to the itinerary.

10. CONFIRMATION OF TRAVEL ARRANGEMENTS

All onward travel arrangements (local, international and on return to South Africa, domestic connecting flights) must be reconfirmed by the client 72 (seventy-two) hours prior to departure.

11. SPECIAL REQUESTS

Clients who have special requests must specify such requests in writing to Travel-Click prior to the final confirmation of a booking. We will endeavour to accommodate these special requests, but cannot guarantee that these requests will always be met.

12. UNUSED SERVICES

No refunds will be considered for any unused or partially unused services irrespective of whether they form part of the basic package and/or in respect of pre-booked optional arrangements (e.g accommodation, flights, car hire, etc.)

13. FORCE MAJEUR AND LIMITATION OF LIABILITY

Travel-Click does not accept liability or pay any compensation where the performance of our contractual obligations is affected by *force majeure* (included but not limited to war, threat of war, riot, civil or political unrest, terrorist activity, natural or nuclear disasters, fire, adverse weather conditions, etc.)

Travel-Click will under no circumstances be liable for any claim, loss, damage or injury suffered by any person whether to their person or property whilst travelling.

14. LEGAL FEES

In the event that Travel-Click has to engage a lawyer to enforce any of its rights in terms of these conditions or otherwise, and in the event that Travel-Click is successful in the enforcement of such rights, the client will be liable for all legal fees at an attorney and own client scale.

15. CONFIDENTIALITY

Travel-Click regards all client information as strictly confidential.