

TERMS AND CONDITIONS

IMPORTANT INFORMATION REGARDING YOUR TRIP

BOOKING OF AIR TICKETS/FLIGHT CHECK IN/TRANSITING AND CUSTOMS

- *In most instances Air Tickets are issued on the date of booking and payment.
- *Recommend check in times for International flights is no less than 4 hours prior departure.
- *Recommended check in times for Domestic flights is no less than 2 prior to departure.
- *If your flight is code sharing with another aircraft it is normally the counter of the operating carrier where a passenger would check in.
- *If a passenger is transiting from one country to the next it is possible to check your bags right through to your country of destination. You will remain in the transit area and connect on to the connecting flight.
- In most instances passengers will proceed through customs at their final country of destination.
- *If transiting from one destination to the next within the same country, passengers will transit at the country's first port of entry.

CANCELLATION/PENALTIES OF FLIGHTS

- *Cancellation fees and penalties/administration/service fee costs will always apply once the ticket is issued.
- *It is possible that flight cancellations/re scheduling of flights might occur at times. This would be done by the Airlines and the travel agent cannot be held responsible.
- *It is therefore important to reconfirm International flights at least 72 hours prior to departure and on domestic flights at least 24 hours prior to departure where possible.

CANCELLATION/PENALTIES FOR ACCOMMODATION

- *Hotel/guest houses and self-catering unit all have cancellation conditions – no shows.
- *Please remember the above when not using or do not arrive for accommodation that penalties or 100 per cent charges could apply.

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Terms and conditions of the Airlines and Tour operators must be adhered to.
These can be obtained on request.

FLUCTUATION RATES OF EXCHANGE

Please note that due to the fluctuation of the Rand – rates could change as any time.

Prices can only be guaranteed once paid for in full.

Should any changes be made a client could be responsible for the cost relating to updated prices due the rate fluctuation.

PASSPORTS AND VISAS

*It is the responsibility of the passenger to check that their passports are valid long before their date of travel

*Passport control/Immigration/Consulate require that a passport must have a minimum validity of 6 months from the date of arrival back in to your country of residence.

*Passports must also have 3 clear unstamped pages.

*Visas are required to enter most countries if travelling on a South African Passport.

*Assistance can be given to either complete the on-line visas or obtain them at a negotiated service fee. Adequate time allowance must be made to obtain these visas.

*If passengers are entering on a foreign passport visa rules must be check long before travel date.

*If travelling on a South African and foreign passport, passengers must check in at the airline counter with both passports, proceed through South Africa with their South African passport and enter the country of destination on their foreign. They would again leave the visiting country on their foreign passport and enter South Africa on their South African passport.

* If a client does not have a South African passport a re-entry visas is necessary. Please check with me if unsure regarding the above.

MINORS – CHILDREN UNDER 18 YEARS OF AGE

South African travel requirements for minors travelling to and from South Africa

New requirements, introduced by the South African Department of Home Affairs from 1 June 2015, specify that all minors (children under 18 years) are required to produce, in addition to their passport, an Unabridged Birth Certificate which shows the details of both parents for all international travel to and from South Africa.

Further documentation may be required. For full details please [visit the Department of Home Affairs website.](#)

Travellers will be asked to produce the required documentation at check-in for each flight.

Important contact information:

1. The [South African Department of Home Affairs](#), 0800 60 11 90 (toll free from South Africa)
2. Your [local South African Embassy](#)

TRAVEL INSURANCE

This is absolutely necessary to take out when travelling.
Please ensure you have adequate insurance to cover the rate of exchange.

HEALTH REQUIREMENTS

Before departure to any destination it is essential to ensure what health requirements are necessary

FOREIGN EXCHANGE

- Foreign exchange can either be taken by means of cash/cash card or an overseas deposit can be arranged provided you have valid proof of a valid overseas banking account.
- It is important to advise your credit card company if you intend using your credit card overseas to avoid unnecessary fraud.
- Foreign exchange can be order on your behalf provided it is done at least 72 hours prior to departure.
This can be paid directly to our Forex Exchange dealer's EFT account or by credit card.

Should you have any queries – please feel free to contact me.

Warm regards

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