

### **Deposits:**

A non-refundable deposit of 10% of the cost of arrangements is required at the time of booking (30% for cruises).

### **Final Payment:**

All reservations must be prepaid. Final payment is due six weeks prior to departure. This may vary in the case of cruises and certain other arrangements. In making payment you confirm that you have read and accepted these Terms and & Conditions.

Failure to remit final payment on due date will result in cancellation of reservations, forfeiture of deposit and may attract cancellation costs.

### **Late Booking Fees:**

Reservations made within 15 days of departure will be subject to a fee of R500.00 plus VAT. Once confirmed, these bookings will be subject to cancellation charges. Some bookings require full payment at the time of booking.

### **Amendments:**

An amendment fee of R500.00 plus VAT will be charged for each amendment made to confirmed reservations, in addition to any cancellation charges which may be applicable. No amendments can be made to transfer and sightseeing tours within 48 hours of service.

### **Cancellations:**

In the event of cancellation, which must be received in writing, charges will be determined at the time of cancellation. The following indicates the maximum charges that can be imposed:

- More than 8 weeks prior to departure: Deposit forfeited.
- Less than 8 weeks but more than 28 days prior to departure: 60% of the costs.
- Within 28 to 14 days of departure: 80% of the costs.
- Within 14 days of departure: 100% of costs.

### **Refunds:**

Whilst all vouchers are issued on the understanding that all services are non-refundable, refund applications may be considered only under the following conditions:

- Cancellation or amendment of any hotel accommodation after departure can only be made directly with Travel Vision's Operators;
- Proof of cancellation can be substantiated: i.e. date, time, name and cancellation number;
- Claims are received in writing no later than 30 days following completion of services reserved.
- **Notwithstanding the above, no refunds on unused car rentals, transfers, attraction entrances, sightseeing tours, apartment reservations or package components will be considered.**
- Subject to any additional charges levied by the service providers, any refund will attract a minimum charge of 10% of the cost or the first night's accommodation in each city, whichever is the greater.

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### **Important:**

Various service providers may impose special terms and conditions regarding

deposits, payments, cancellation fees and/or refunds from time to time. All reservations would be subject to these additional conditions.

**Vouchers and Itineraries:**

These must be checked upon receipt and all inaccuracies reported to your travel agent. Travel Vision will not be liable for any inaccuracies after departure from South Africa.

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**Insurance:**

We strongly advise passengers to take out insurance covering cancellation, medical expenses, loss of baggage, curtailment and default at the time of booking. Ask your ASATA Travel Agent for details.

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**Costs:**

All costs are based on tariffs and exchange rates at the time of publishing. All costs are subject to alteration in the event of fluctuations in tariffs and/or exchange rates.

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- It should be clearly understood that the rates include our administration, planning and operational expenses. All prices reflected are in respect of payment by cash only.

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It is an express condition that in any event, at the time of final payment, Travel Vision shall not be bound to accept payment if the actual costs vary from our Confirmation.

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Certain hotels may from time to time offer specially discounted rates for limited periods. These rates are not utilized in our programmes, and reservations can only be made direct with the Hotel.

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**Hotels:**

On all Tours, Packages and Hotel Reservations, the right is reserved to substitute hotels listed with others of a similar or higher category at no additional cost to the passenger. Hotels undergo renovations from time to time and take all possible steps to limit disruption to their guests. We will not entertain complaints or refund requests if a hotel is carrying out renovations whilst a guest is resident. Note that our hotel rates do not include Resort Fees, Gratuities, and certain city taxes. These items can only be paid directly to the hotel. **Note:** Check in time is usually late afternoon/early evening and check out mid-morning.

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**Travel Documents:**

The onus rests on the passenger to ensure that all their travel documents are in order. Travel Vision will not be held liable for any loss as a result of errors.

- **Possible Changes:**

Travel Vision and its service providers reserve the right to cancel any reservations prior to departure; in which event the entire payment will be refunded without any further obligation. Travel Vision reserves the right to change requested hotels, apartments, cabins etc. to that of an equal or higher grade, even after departure from South Africa. The duration of the package may have to be extended or curtailed owing to unforeseen changes in transportation schedules. Any resultant expense shall be borne by the passenger and any saving refunded.

**Flight Reconfirmation:**

It is the passengers responsibility to reconfirm all departure dates and times of all flights at least 72 hours prior to departure. Failure to do so may result in cancellation of reservations by the airlines..

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**Airline Responsibility:**

The airline concerned is not to be held responsible for any act, omission or event during the time the passengers are not on board their aircraft. The passenger tickets in use by the airline, when issued, shall constitute the sole contract between the airline and the purchaser of these tickets and/or passenger.

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**Responsibility:**

Travel Vision (Pty) Ltd (herein called the Company) cannot be held responsible for any charges that appear on a passenger's credit card, nor accept the responsibility of having any of these charges reversed or corrected upon the passenger's return to South Africa.

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The Company, in making arrangements for transportation, conveyance, hotel accommodation or any other service, acts as agents only and is not liable as a principle.

Bookings for the services provided by our suppliers will form a direct contract between passengers and the relevant supplier and will also be subject to the suppliers Terms and Conditions.

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Furthermore, the Company shall not be liable for any injury, death, loss, damage, accident, delay or inconvenience, howsoever caused, during any journey, tour, residence or other facility arranged or booked by the Company.

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The Company is not liable for any failure to make satisfactory or any arrangements or booking, whether such failure is occasioned by any of its servants, agents, principals, sub-contractors or otherwise.

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Any loss or additional expense due to delays, changes or cancellations of air, rail, road, sea or any other service, strikes, sickness, theft, war, weather or other causes, will have to be borne by the passenger.