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TERMS AND CONDITIONS

BOOKING PROCEDURE

- We with fixed deadlines to secure best prices as soon as possible.
- Each quote is valid for 24 hours.
- Once the client has accepted the preliminary quotation, we will proceed in booking the services on behalf of the client. **For these bookings we will need a copy of your valid passport, without these details we cannot proceed with the booking.** This is to ensure that we have all the correct information to process the booking.
- **Due to availability, prices changing without prior notice and the daily fluctuation on the Rand / US dollar rate OR Euro rate, we can only give the final price on the package on receiving the booking confirmation from the agent. We do endeavor to honor the quote, but sometimes due to availability and rate of exchange on the day of making the booking, the price might be different.**
- **We will send the booking confirmation through with the invoice, booking form and Terms & Conditions. Please complete and sign the form, and fax or email back to the office within 24 hours.**

PAYMENT PROCEDURE

- **Due to the Rand /US dollar or Euro fluctuation, full payment is required on the confirmation of the package of which 10% is non-refundable in case of a cancellation.** Please refer to the Terms and Conditions on the cancellation policy.
- **Should you wish to pay a 50% deposit now, the outstanding amount is due not later than 12 weeks prior to departure, and is subject to the R / US dollar OR Euro exchange rate on the day of payment.**
- Due to the US Dollar OR Euro fluctuation, payment is due within 24 hours of invoicing; late payments will be subject to the R / US dollar exchange rate on the day of payment.
- Payment can be done as an internet bank transfer or deposit into bank account.

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- Please use surname as reference for the payment.

TRAVEL INSURANCE

We strongly recommend travel insurance.

Please ensure that you are **adequately covered for travel.**

Should you need assistance in this regard, please contact us for more information.

PRICES

Prices are subject to the Rand/US Dollar or Euro exchange rate.

Please reconfirm the price with each request.

PREPAID SERVICES

Any changes made by client of prepaid services after departure, resulting in additional cost will be for clients account.

FLIGHTS

Flight bookings are subject to availability at the time of the booking.

Flight bookings' prices can only be guaranteed with payment received from the client and flights issued.

Airport taxes, fuel surcharges and prices of the airlines can change without prior notice.

Flight schedules can change without prior notice.

LAT is not liable for any flight delays and cancellations due to acts of God and the like e.g. weather or problems with Airlines.

We can assist where possible to make alternative arrangements but for any claims **the ticket purchased serves as a contract between the client and the specific airline** and it is the clients' responsibility to take it further with the airline. It must be stressed that this is done as a courtesy to clients and LAT cannot be held responsible for denied boarding, nor for the additional costs thus incurred; nor for payments not recovered for missed land arrangements due to airline delays.

Due to high numbers of people traveling by air and increased security measures at airports, flights are more commonly delayed and one should see this as the norm and not as isolated incidences.

AIRLINE SCHEDULED FLIGHT CHANGES OR CANCELLATION OF FLIGHTS

In the event of an airline changing or cancelling scheduled flights in **advance**, which may affect the outcome of planned and prepaid itinerary, LAT will not be liable for any additional cost which may occur for changes on the itinerary to accommodate new flights offered by airlines.

Passengers must ensure that all their travel documents are valid prior to departure. This includes passport, visas and inoculations. Many countries require that your passport be valid for up to 1 year after leaving their territory. If in doubt please contact us to check on your behalf. We are not responsible for invalid documentation after your departure.

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AIRPORT TAXES

South African airport taxes and fuel surcharges will be due with the payment of the international and internal tickets.

Please check additional international departure airport taxes which might be applicable in certain countries.

ACCOMMODATION

Accommodation bookings are subject to availability at the time of booking.

The hotels and other accommodation establishments are carefully selected for each category. We reserve the right to make alternative arrangements should there be an availability problem.

MEALS

Most of the establishments offer a continental breakfast unless if stated otherwise.

Other meals, as specified in itineraries

ITEMS OF A PERSONAL NATURE

Items of a personal nature, e.g. Drinks, laundry, etc. are not included.

TAXES AND GRATUITIES

All service charges and taxes are included as mentioned in confirmed itinerary with the **exception** of gratuities to tour guides and in restaurants.

LUGGAGE

Please refer to individual airline information pertaining luggage restrictions.

ITINERARY

The itinerary is subject to change without notice.

RESERVATIONS/ CANCELLATIONS

Full payment is due on the confirmation of the package. In the event of a cancellation, fees will be determined at the time of cancellation. The following indicates the maximum cancellation fees, which may be imposed, unless otherwise stipulated at the time of booking for specific establishments.

Christmas / New Year / Easter / Carnival Packages / Cruises / World Sport Events, Inca Trail, non-refundable

- Cancellation within **16 weeks but more than 12 weeks** prior to departure – **10 %** of the total land arrangements
- Cancellation within **12 weeks but more than 8 weeks** prior to departure – **30 %** of the total land arrangements.

- Cancellation within **8 weeks but more than 28 days** prior to departure – **50 %** of the total land arrangements.
- Cancellation within **28 days, but more than 14 days** prior to departure – **75 %** of the total land arrangements.
- Cancellation **14 days prior to departure** – **100%** of the total land arrangements.
- No refunds after departure.
- **Cancellation of airline tickets subject to individual airlines' cancellation policies, LAT is legally not responsible or liable for any refunds on purchased tickets.**
- **Individual suppliers on packages may have different cancellation policies and these will be adhered too according to the packages confirmed on behalf of the client.**
- **Cancellation due to natural disasters will be subject to minimum charge of R1000.00 per person on the total of the land arrangements or 10% of the land arrangements.**

PASSPORTS, VISAS, AND RE-ENTRY PERMITS

If your passport is due to expire within the next six months or has less than two blank pages, check with the embassy or consulate of the country of your intended destination in South Africa for its rules and restrictions regarding passport validity and expiry.

Please check VISA requirements

Please check HEALTH requirements

The handling of these documents is not included in the price and involves a handling charge.

TRAVEL DOCUMENTS

Each traveler needs to check his/her documents to ensure all is correct.

LIABILITY

LAT and the organizers, operators of the tours and their co-operating agents, act only in the capacity of agents for the passenger in all matters pertaining to hotel accommodation, sightseeing tours and transportation, whether by railroad, motorbus, motor car, steamship, boat air plane or any other means, and as such, hold themselves free of responsibility for any damage occasioned from any cause whatsoever.

They will not be liable held for any damage, expense or inconvenience caused by late train or plane arrivals or departures or by any change of schedule or other conditions, nor will they be responsible for the loss or damage to baggage, or any other article belonging to the passenger. The right is also reserved to decline to accept any person as a member of these trips at any time. The itineraries have been arranged in advance and at times, it may become necessary to make changes or substitutions due to unforeseen circumstances.

The airline concerned is not to be held responsible for any act, omission or event, during the time passengers are not on board their aircraft. **The passenger tickets used 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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