

TRAVEL & TOUR WORLD [TTW] - TERMS AND CONDITIONS

Quotations:

A quotation is only valid until end of business on the day of the quotation and is subject to changes/availability by airlines/hotels/**ground operators** and currency fluctuations without prior notice until a reservation has been made and the relevant payment/s have been effected.

PEACE OF MIND: We endeavour to be competitive without compromising on quality. Should you however receive a competitive written quote, our team would gladly assist in trying to beat or match this written quote.

All quoted prices for flights and packages include TTW Standard Ticketing and Transaction fees as well as any administration fees. Please be aware that a consulting fee of R 200 will be added to your confirmed booking.

Please note: Cheque payments are not accepted.

PASSPORTS - Please ensure that you are in possession of a passport valid for a minimum of 6 months after your return date to South Africa. Temporary passports are no longer issued by Home Affairs. Please ask your consultant for more details.

TRAVEL INSURANCE - Travel Insurance is essential to protect you from cancellation, curtailments, medical and personal expenses or loss. We highly recommend purchasing insurance for all persons travelling. We offer excellent rates with differing levels of cover to suit your budget. It is the passenger's responsibility to request this service.

VISAS - Please ensure all the necessary visa requirements have been met for all countries to be visited or transited during your travel. SA Visa Solutions and Visas International assist our clients with visa requirements and applications. TTW will refer you to one of their (SA Visas Solutions or VI) consultants to assist and fulfil your visa requirements. You will be required to sign a visa disclaimer exempting TTW from any responsibility in this regard.

TTW BOOKING TERMS AND CONDITIONS are displayed in full further below and will be provided to you in full when your reservation is made. TTW acts at all times as an agent, subagent or broker for various principals and other parties, inter alia; tour operators, airlines, shipping companies, car hire and touring firms, hotels 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.

UNABRIDGED BIRTH CERTIFICATE - New Immigration regulations come into effect 01 June 2015, one of which requires all children under 18 yrs of age to travel with their unabridged birth certificate or full birth certificate displaying both parent's names. Please ensure you have applied for these well before your intended holiday. Please request further information on these new regulations from your TTW consultant or click on the below links:

For all applicable details on these regulations please refer to the Department of Home Affairs official communication by clicking on and reading this document:

Home Affairs Immigration Procedures Detailed.pdf

FOREX - TTW has excellent rates with Al Baraka and InterAfrica. Upon booking, we are able to refer your details to them for all your foreign exchange needs.

TRAVEL & TOUR WORLD - BOOKING TERMS AND CONDITIONS:

THANK YOU for placing your business with Travel & Tour World. The following TERMS AND CONDITIONS are very important and must be read prior to confirming your itinerary to ensure that we have met our undertaking to you. Please READ the below completely, initial each page and sign on the last page of your confirmation itinerary where required. Alternatively your consultant may send your itinerary and confirmation to you on email for you to accept these Terms and Conditions electronically.

IMPORTANT NOTES

Samsung Galaxy Note 7 Phones are banned from all airlines

CONDITIONS OF BUSINESS

Travel & Tour World (TTW) acts at all times as an agent, sub agent or broker for various principals and other 3rd party suppliers inter alia; tour operators, airlines, cruise companies, car hire and touring firms, hotels and other providers of tours, transport, sea or land arrangements and other travel-related services such as visas. We act on behalf of these principles and 3rd party suppliers and are not responsible for acts of error or omission made by them or their agents.

TRAVELLING WITH CHILDREN

SA Immigration Regulations for travelling internationally:

From 01 June 2015, all children under the age of 18 require the following when travelling internationally:

- Valid Passport, valid for at least 6 months after their return
- Any required visas for the destinations they are travelling to or through
- Unabridged Birth certificate (this may be called a Birth Certificate or other name if from a different country but it must contain full details of BOTH parents of the child).

If travelling with one parent, consent from the other parent is required in the form of a Parental Consent Affidavit as well as a certified copy of that parent's ID.

If travelling without either parent, consent from both parents is required in the form of a Parental Consent Affidavit, as well as a certified copy of both parent's ID's.

Please click [here](#) to access the Home Affairs Parental Consent Affidavit for parents not travelling with their children.

Please note:

If the Parents surname on the Unabridged Birth Certificate is different to that of the surname on the passport eg Maiden name vs Married name, please travel with a certified copy of your Marriage Certificate as well.

Documents must be original or certified as a true copy of the original by a commissioner of oaths or the equivalent commissioning authority in your country of Nationality and certified copies must not be older than 3 months before your last travel date.

For all applicable details on these regulations please refer to the Department of Home Affairs official communication by clicking on and reading this document:

Home Affairs Immigration Procedures Detailed.pdf

DOMESTIC TRAVEL WITHIN SOUTH AFRICA

Domestic Travellers are required to have proof of their identity such as a South African ID Book, Driver's license or passport.

Infants and Children under the age of 18 and must travel with their birth certificate or ID book (if 16yrs or older)

CONFIRMATION OF YOUR BOOKING

The TTW Itinerary is your written confirmation of your booking. Please make sure you read and understand the itinerary and ask a consultant to explain it to you if you are unsure of anything.

SERVICE CHARGES

TTW reserves the right to implement Service Charges and these are included in the prices quoted to you prior to booking or at the time of making any changes.

Service Charges may include but are not limited to: booking, ticketing, documentation, amendments, cancellation, communications, and consultation and administration fees.

Our minimum service fee amounts are displayed in our offices.

Service changes /Commission due to TTW will remain as a service fee irrespective of any waiver policies due to client from Airline, Hotelier & or any other supplier.

CHECK THAT THE NAMES ARE AS PER PASSPORTS

Are the names on your Travel Itinerary spelt exactly the same as those on your passports? Once your tickets are issued, name changes are not allowed so please check this prior to paying for your booking.

DEPOSITS

All bookings must be accompanied by the required deposit or full payment, depending on the airline, tour operator or 3rd party supplier used. All deposits are non-refundable. TTW reserves the right to cancel a booking should the required deposit not be received. Payment of a deposit does not

guarantee the price quoted - this may be affected by rate of exchange fluctuations and other factors beyond TTW's control.

TRAVEL INSURANCE

Travel Insurance is essential to protect you when you travel and will cover you against cancellations, curtailment, medical treatment, baggage and personal expenses plus more. We are partnered with a few reputable Insurance covers.

Insurance is strongly recommended for both International and Domestic trips.

Your TTW Consultant will furnish you with the levels of cover offered but you will need to decide which policy type is most suitable to your travel needs and budget.

The TTW consultant will facilitate the issuing of the Insurance policy but is not in a position to provide insurance advice. All travel insurance related queries and/or claims relating to your travel policy must be done directly with the insurance company. Please request the contact details from your TTW consultant.

Always read the insurance policy documents and policy wording that will be emailed to you as it contains vitally important information regarding the cover you have purchased and the claims process.

Free Credit Card insurance may not be adequate cover for your trip. Ask your travel consultant to furnish you with further top-up covers.

You are required to advise whether you would like to purchase an insurance policy or are declining such insurance, by selecting one of the options on the acceptance page of your confirmation.

PAYMENT OF YOUR BOOKING

Full payment is required at least 6 weeks prior to departure OR at the time of booking, whichever is earliest and depending on the requirements of the 3rd party suppliers used for your booking. Please reconfirm your outstanding balance before you make payment as prices may have fluctuated with the rate of exchange.

TTW accepts payment via the following methods:

Cash

EFT (electronic funds transfer) or Direct Deposits into one of the bank accounts listed at the bottom of these terms and conditions.

Credit or debit cards produced in our office.

Please use your booking reference or full name as a reference when making your payment

Please note all cash deposits will incur a 1% cash deposit charge.

Should you wish to verify banking details

TTW Banking Details:

ALBARAKA - CASH AND CHQ DEPOSITS ONLY

BANK : ABSA

BRANCH CODE : 632005

ACCOUNT NUMBER : 4073412216

REFERENCE : 78600119706

ALBARAKA - EFT ONLY

BANK : ALBARAKA BANK

BRANCH CODE : 800 000

ACCOUNT NUMBER : 78600119706

ACCOUNT HOLDER : INNOVATION TRADING

FIRST NATIONAL BANK – EFT ONLY (STRICTLY NO CASH)

BRANCH : DAVENPORT BRANCH

BRANCH CODE : 250655

ACCOUNT NUMBER : 62289854955

ACCOUNT HOLDER : INNOVATION TRADING

Bank transfers can take up to 48 hours to reflect in our account/s. Payment of your booking cannot be processed until the funds have cleared in our account.

Insurance Payments

Please note that TTW is not an authorised Financial Services Provider and therefore Travel Insurance policy premiums must be paid by you directly to them. If paying via credit card we will insert your credit card details into their online secure website. We however accept no further responsibility for the processing of this payment. Should you wish to pay the insurance company directly, kindly request for the insurance company banking details from a TTW consultant.

CHECK ALL YOUR DOCUMENTATION

When you receive your travel documents, vouchers or tickets, please check that they match what is on your TTW Itinerary. Please contact your travel consultant before you depart if there are any discrepancies.

DECLARE YOUR GOODS ON DEPARTURE

We recommend that you register your personal goods prior to departure from SA. Traveler Card TC01 can be completed and stamped by SARS at the Customs desk at the airport before you depart on your trip. Registering your goods is not compulsory. Should you opt not register your valuables or be able to prove that they were yours before departing SA, you may be liable for import duties or a fine. Please refer to www.sars.gov.za for further information.

CANCELLATION AND AMENDMENTS

Both TTW and the 3rd party suppliers charge cancellation fees. Please ask your travel consultant to explain the fees relating to your booking. Please ensure you have received a copy of the 3rd party supplier's Terms and Conditions.

Note: If changes are made to flights prior to departure, the difference in airport taxes between the time of ticket purchase and time of the change will be charged by the airline. Should the airfare have changed or the original offer retracted, the difference between the original fare and the increased or applicable airfare may also be charged.

Should you miss your flight or are a NO SHOW, your ticket may be non-refundable if not cancelled or changed before departure.

Please contact your Travel Consultant if you will not be utilising your whole ticket or any one flight on your ticket.

Your baggage allowance may also change depending on the new fare/date purchased.

EMERGENCY CONTACT

In case of an after-hours emergency, please contact Ashraf on 082 862 6252.

BAGGAGE

Your baggage allowance will vary according to the airline, class of travel and the routing you have chosen. Some airfares and/or airlines do not allow free checked baggage allowance. Please confirm the baggage allowance as displayed on your ticket and if you are unsure, please ask your travel consultant to explain it to you.

Hand luggage allowance: is regulated by the Airports Company South Africa (ACSA) who control all SA airports. The following allowances are strictly applied

Hand luggage restrictions depends on the airline but should usually not exceed 5-7KG - please confirm with the specific airline you are booked on. Please note the above cancellation policy applies to FIT bookings only. Group booking terms and conditions will be advised separately.

economy class passengers one bag plus one slim line laptop bag, business/ first-class passengers two bags plus one slim line laptop bag. Slim

line laptop bags must be of a size and thickness specifically designed to carry a laptop and charger. Bags capable of carrying other items such as

documents and clothes are not permitted. Bags must not exceed 56cm (22in) x 36cm (14in) x 23cm (9in) (total dimensions of 115cm or 45in) or weigh

more than 7kg (15lbs) per bag. Handbags are not considered to be hand luggage.

Checked-in luggage allowance: varies depending on the airline flown, class and routing. Please refer to the relevant airline's website for their baggage policy

Most airlines will charge for excess baggage, do not exceed your baggage allowance.

Booking separate tickets may affect your baggage allowance as each ticket will have separate conditions.

Travelling to the USA - Should you not utilise Transport Security Association (TSA) approved locks on your luggage, your lock/s may be broken off to allow the TSA access to your luggage.

DUTY FREE CUSTOMS ALLOWANCES

If you are planning on taking goods such as alcohol, cigarettes or perfumes on your trip, please request the Duty Free allowance for your specific country of destination from your Travel consultant.

ONLINE CHECK-IN

We highly recommend that you check-in online wherever possible, using the airline websites. This is usually available 24 hours before the departure time of your flight but please check with each airline.

CHECK-IN TIMES

TTW recommends a check-in time of 3 hours prior to departure for international flights and 1 and a half hours check-in time for South African domestic flights. These are merely guidelines only and may vary at any time due to security and other factors at the airport.

FLIGHT CONNECTIONS

TTW recommends a minimum 3 hours connecting time between flights and at least 4 hours for connecting flights within the USA. You must use your flights in the sequence that they are booked on your ticket. Should you miss a flight or no-show, the airline may cancel the remaining sectors automatically and you will need to make a new booking at your own cost. If you need to change any part of your itinerary, or you have missed a connection, please contact your travel consultant to assist you in making further changes. Emergency numbers are available on confirmations.

RECONFIRM YOUR FLIGHTS

Once your journey has commenced, onward flight times and routings may be changed by the airline. Please confirm your onward flight check-in and departure times. TTW will not be held responsible for missed onward flights.

SCHEDULE CHANGES BY THE AIRLINE

Any schedule or routing changes made by the airline are out of TTW's control and we therefore cannot be held responsible for these changes made by the airline. We will assist and advise on the options available should your booking be affected by airline changes.

SPECIAL REQUESTS

SEATING, MEALS, BASSINETS, WHEELCHAIRS, UNACCOMPANIED MINORS

Please advise your TTW consultant of any special requests you may have. We will request these from the supplier and/or airline but they are never guaranteed and may be subject to availability and additional charges.

We highly recommend you pre-seat yourself on the airline's website prior to departure, whilst doing online check-in. Families should check-in online as early as possible to ensure seating together as TTW and the airline cannot guarantee seats together.

Seating varies according to the class and airfare you have purchased. Many airlines now charge a fee for pre-seating. We can request seating on your behalf but we cannot guarantee it, even if the airline confirms at the time of booking. The airline reserves the right to change the configuration of the aircraft at any time which may change your seating request.

Services such as Wheelchairs, Unaccompanied Minors or Meet and Assists must be requested at the time of booking as they are subject to availability.

Special meals need to be requested at time of booking or at least 72 hours prior to departure.

Many discounted or low-cost carriers do not offer free meals on board.

HOTEL SECURITY DEPOSIT

Most hotels globally require a security deposit at time of check in. This is a deposit for incidentals incurred by guests and is usually taken as a pre-authorisation off your credit card. If no incidental charges are incurred, the hotel will release the pre-authorised amount. If you require further information, please ask your travel consultant or the hotel directly.

The following cancellation charges apply, irrespective of property or hotel group.

20% cancellation is applicable on confirmation until 46 days prior

31-45 days prior: 40% cancellation

8-30 days prior: 75% cancellation

1-7 days prior: 100% cancellation

LOCAL CITY TAX

Some countries may charge a City tax which is only payable, in cash, on arrival at your hotel and is therefore not payable prior to departure. Amounts vary from one city to another so please make enquiries on arrival at your destination.

DRIVERS LICENSE/CAR HIRE

If you are hiring a car/motorbike or any type of transportation vehicle in another country or locally, you will need a valid driver's licence for that category of vehicle.

We recommend that you always travel overseas with an International Driver's License obtainable from your local Automobile Association (AA)

Minimum age for car hire is 21 years old, sometimes older, depending on the country you will be driving in.

The driver of the vehicle must hold a valid credit card in their name to produce on collection of the vehicle as you will be asked to pay a deposit on the vehicle over and above the car hire charge.

Please specify at the time of booking if you require a baby/child seat for the rental vehicle which we can request at an additional charge. This may be compulsory in some countries and you will need to pre-book it if not taking your own.

REFUNDS

The Airline and/or 3rd party suppliers holds any monies you have paid for the air tickets or travel arrangements, not TTW, therefore refunds can take up to 6 weeks, sometimes longer.

All airlines have different policies regarding refunds on half-flown tickets and therefore TTW cannot guarantee any refund on these. We will apply for the refund on your behalf but will need to confirm the amount, if any, once the airline has advised us.

We reserve the right to charge cancellation fees as well as administration fees as well as pass on those cancellation charges levied by the airlines and third party suppliers.

Not all airport taxes are refundable - this is determined by the individual airline concerned.

PASSPORTS

Please ensure your passport is valid for at least 6 months AFTER you return from your trip.

Please ensure you have 2 - 3 consecutive blank pages in your passport when you travel.

Dual Citizenship passport holders must carry both valid passports when travelling abroad. It is a Home Affairs regulation that SA Passport holders must use their valid SA passport when leaving SA and when re-entering South Africa. Your foreign passport may only be used to enter and depart your country of destination.

VISAS

Visas are required by South African passport holders to many destinations including the USA, UK, Australia and Europe. Transit visas may also be required when transiting through one country enroute to another one. If transiting 2 Schengen countries, you will require a Schengen transit visa.

Please ensure all the necessary visa requirements have been met for all countries you are travelling to OR through.

Please ensure you allow enough time for all visa applications as the processing time varies according to each embassy.

The issuance of a visa does not guarantee entry into that country.

Your TTW consultant will advise you of Visa Suppliers who may be used to assist with your visa application/s at an additional fee. You are able to either accept or decline the use of a visa supplier by indicating your choice on the acceptance page of these terms and conditions.

All visa applications processed through a Visa Supplier must be prepaid, prior to submission, based on a quoted price. This price may change depending on the full and final cost charged by the embassy at the time of submission. Any additional amounts will need to be settled prior to passports being handed over.

Some countries require you to apply in person for their visa and therefore you may not be able to utilise a Visa supplier for those applications.

REFERRED VISA REQUEST

By selecting this option on the acceptance page, you agree to the following statements:

I understand that it is my/our responsibility to obtain all required documentation for the Visa/s and to complete all the application forms in sufficient time to allow for the timeous processing of the visa application/s. TTW may, on my request, recommend a Visa supplier for assistance in acquiring the visa/s, however TTW accepts no further responsibility for the processing of my/our visa.

I/we understand that the Visa service providers will charge a fee for their services, the visa cost and any other fees applicable for the application and I will pay this fee to TTW on submission of my documentation. TTW will pay the Visa supplier on your behalf. I/We understand that it is my/our responsibility to ensure, once the passports are returned to me/us that the visas issued are valid in respect of my/our itinerary and that all dates and entry points are correct. I/We understand that the payment of the visa fee does not guarantee a visa will be approved as this is subject to the relevant Embassies approval process.

I understand that the Visa suppliers are not TTW's agents, employees, sub-contractors or nominees and therefore cannot be held responsible for their actions, omissions or errors.

SELF-OBTAINED VISAS

By selecting this option on the acceptance page, you agree to the following statements: I/we acknowledge that I/we have been strongly advised to process my/our visa/e through a Visa supplier and hereby declare that I/ we have declined this offer, and I /we will be responsible for obtaining my/our own visa/e.

Accordingly, I/we will not hold TTW or any member of your staff and consultants liable for any losses or damages of whatever nature which I/we may suffer as a result.

NO VISAS REQUIRED

By selecting this option on the acceptance page you agree to the following statement:

I/we confirm there are no visas required for any travellers to any destinations on our Itinerary.

COVID TESTING

The traveller must provide a negative COVID-19 test that has been obtained no more than 72 hours prior to the date of travel

If the traveller is unable to produce a negative COVID-19 test, the traveller will be required to quarantine at their own cost

Certain airlines or countries may also require an antibody test to be done as well .

All Covid Testing will be done at your own cost and is non- refundable . Should a test result reflect as negative TTW will not be held responsible.