

Refund Policy

NO REFUNDS will be considered in any circumstances whatsoever by The Travel Management Company if the Client has not purchased the "Trip Cancellation and Refund Guarantee Product" at the time of making the booking. Refunds by the Principals will be subject to their respective terms and conditions as well as the fare rules stipulated by that airline. The Travel Management Company will charge a fee for processing a request for refund. Principals may charge refund fees above those stated here. Some air tickets are completely non-refundable according to airline fare rules. Cancellations for any reason whatsoever, including medical reasons, death in the family, strikes, wars, weather, natural disasters, airline default or government travel warnings will not entitle you to any refund in the case of non-refundable tickets nor of waiving the cancellation penalties in the case that the tickets can be refunded. If tickets can be refunded, cancellation penalties are imposed by the airline. Trip cancellation and interruption insurance are therefore highly recommended. For the best coverage, travel insurance should be purchased at the same time as the airline tickets.

Once we have established the possible refund you are entitled to, we will request it with the airline or hotel on your behalf. For flight bookings the refund will be made by the airline directly to the account the booking was originally paid with. This can take as long as 6 (six) months to a year or longer to obtain from the airline. Standard processing time for refunds is 6 to 8 weeks depending on the airline. For hotel bookings, the supplier will refund The Travel Management Company and we'll refund the credit card you used when making your reservation. This usually takes approximately 4 weeks.

Law & Jurisdiction

These Conditions shall be governed by the law of South Africa and the jurisdiction of South African courts will govern the relationship between the Client and The Travel Management Company. The Travel Management Company SHALL BE ENTITLED to institute any legal proceedings arising out of or in connection with this contract in any Magistrates Court having jurisdiction in terms of Section 28 of the Magistrates Court Act no. 32/1944 as amended, notwithstanding that the amount in issue may exceed the limits of such jurisdiction.

Special Requests

Clients who have special requests must specify such requests in writing to The Travel Management Company at least 48 hours prior to their outbound flight. Whilst The Travel Management Company will use its best endeavours to accommodate any such requests, it does NOT GUARANTEE that it will always be able to do so.

Amendments of these Conditions

The Travel Management Company reserves the right to make changes to these terms and conditions without further notice to the Client. In this instance the terms and conditions applicable at the time of making the booking will remain relevant to the respective booking.

Unscheduled Change/Disruption

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 The Travel Management Company, its agents or the Principal, any EXPENSES RELATING TO SUCH UNSCHEDULED EXTENSIONS (HOTEL ACCOMMODATION ETC.) WILL BE FOR THE CLIENT'S ACCOUNT. The Client should confirm whether any of these expenses may be covered by travel insurance, should this be applicable. It is the Client's responsibility to confirm the specific provisions of the travel insurance. In most instances the Principal/s will make the change/s/disruption/s known to The Travel Management Company and in this instance, time

permitting, The Travel Management Company will make every effort to pass this information onto you using the contact details provided at the time of making the booking. Please note that it is the Principal's duty to inform the person who made the booking of any changes to the booking, however there are times when this information is not timeously relayed so it is important to ensure that when travelling you have access to the email address used at the time of making the booking. It is also recommended that both 72 hours and 24 hours before flying you confirm your itinerary both when departing from your country of origin and when making your return journey. Once checked in you will be notified in the unlikely event of changes to your flight. The Travel Management Company cannot be held liable for failing to advise you of any changes, even when these changes had been communicated by the Principal/s to us as there may be delays in relaying this information to you, due to operating hours or technical delays.

Passports, Visas & Health

It is ENTIRELY THE CLIENT'S RESPONSIBILITY to ensure that all passports and visas are current, valid, obtained on time, have sufficient blank pages, will be valid for six months after return to their home country and that any vaccinations, inoculations, prophylactic (e.g. for malaria) and the like, where required, have been obtained. The Client is STRONGLY ADVISED to check the relevant requirements for their destination and any transit countries before travelling.

Before booking any flight it is important to check if a transit visa will be required. As this differs between countries and what passport you are holding it is always best to check with the embassy of the transiting country. For example if you are the holder of a South African passport and are travelling on British Airways to Madrid via London you may require a transit visa.

The Travel Management Company will endeavour to assist the Client if requested, but such assistance will be at The Travel Management Company's discretion (since this service does not fall within the scope of the Services) and the Client acknowledges that in doing so, The Travel Management Company IS NOT ASSUMING ANY OBLIGATION OR LIABILITY AND THE CLIENT INDEMNIFIES THE TRAVEL MANAGEMENT COMPANY against any consequences of the Client's failure to comply with any such requirements. It is the CLIENT'S DUTY to familiarize him/herself with the inherent dangers of and mental and/or physical condition required for the proposed travel arrangements.

Payment and Payment Terms

The Payment is due immediately by Visa, Master, American Express or Diners Credit Card or Electronic Funds Transfer, Cash Deposit at a bank, or if a Kiosk booking, cash payment to the Kiosk teller, whichever is applicable, and must reflect in the bank account of The Travel Management Company by midnight South African time on the day that the Booking was made. If the Payment is not received as stated above, The Travel Management Company or Principal involved RESERVES THE FULL RIGHT TO CANCEL THE BOOKING, in which event the full Payment (less any cancellation and administration fees) shall be refunded to the Client within 48 hours of the cancellation being processed. In the event that the Payment was made after the aforementioned deadline, and should The Travel Management Company inform the Client by means of a revised Quote that the Booking remains available at a higher price, the Client may choose to proceed with the Booking at such higher price, in which event the CLIENT WILL BE LIABLE for any difference between the original Quote and such higher price, and the revised Payment must reflect in the bank account of The Travel Management Company before the deadline stipulated in the revised Quote in order to secure the Booking.

By accepting these terms and conditions, you consent to The Travel Management Company processing your personal information for the purposes of administering payment. You consent to The Travel Management Company sharing and procuring your personal information with and from contracted third parties, only insofar as it relates to payment, who may require such information in order to render a service to you and only if such contracted third party agrees to keep the information confidential.

The Travel Management Company is a South African company and all transactions are processed in South African Rand. The applicable conversion charges ('Additional Charges') may therefore be levied by your merchant bank if payment is made from another country and/or in another currency other than South African Rand. The Additional Charges are driven by the global treasury of the applicable credit card and are impacted by the change in daily exchange rates. The Travel Management Company shall therefore NOT BE HELD LIABLE for any Additional Charges levied by the applicable merchant, or bank pursuant to the confirmation of a Booking. The Travel Management Company, or The Travel Management Company for Business does not offer credit, unless otherwise agreed.

Insurance

It is STRONGLY ADVISED that all Clients take out adequate insurance cover in order to cover instances such as cancellation due to illness or injury, personal accident and personal liability, loss of or damage to baggage and sports equipment. (Note that this is not an exhaustive list). The Travel Management Company will NOT BE RESPONSIBLE OR LIABLE if the Client fails to take adequate insurance cover. It shall not be obligatory upon The Travel Management Company to effect insurance for the Client (since this service does not fall within the scope of the Services) except upon detailed instructions given in writing by the Client. All insurance effected by The Travel Management Company pursuant to such instruction will be subject to such exceptions and conditions as may be imposed by the insurance company or underwriters accepting the risk. The Travel Management Company shall NOT BE OBLIGED to obtain separate cover for any risks so excluded. Should the insurers dispute their liability for any reason, the Client will have recourse against the insurers only. Please note that various credit card companies offer limited levels of travel insurance, which in The Travel Management Company's view may not be sufficient cover for international travel. The CLIENT IS ADVISED to check with their respective credit card companies in order to obtain the specific details of the cover offered, and determine whether this is sufficient for the Client's requirements.

Service Fee

These fees cover the costs incurred by The Travel Management Company in booking and servicing your travel reservation. We also reserve the right to charge an additional service fee for any additional services rendered, such as cancellation requests or changes to your booking.

Please be advised that service fees and products are non-refundable in case of a cancellation. Service fees vary depending on the number of Passengers in a booking, the service provider or the destination and the service being provided. Should you book online these fees will be clearly displayed on the payments page before your booking is confirmed. Should you book with a live agent these will appear on your quotation.

Amendment Fees

An amendment fee per Booking may be levied for any changes to the confirmed itinerary and or ticket. The Travel Agent's amendment fee is charged in addition to any amendment fees which may be charged by the relevant Principal.