

# True South Travel

PO Box 1312 Oudtshoorn

6620, South Africa

Tel: + 27 44 272 0700 /Mobile: + 27 82 461 8253 // [www.truesouthtravel.co.za](http://www.truesouthtravel.co.za)



## **TERMS & CONDITIONS**

### **COSTS**

True South Travel quotations are based on anticipated costs at the time of the enquiry and are subject to amendment should these anticipated costs increase due to circumstances outside the control of True South Travel.

### **DEPOSIT & PAYMENT**

A 40% non-refundable deposit of the full amount is required on confirmation of services, balance to be paid not later than 30 days prior to commencement of services. The following exceptions will apply:

- should any of the suppliers conditions vary from the above
- should seasonal deposits be required
- should bookings be made less than 30 days prior to arrival in which case full payment is required immediately.

Vouchers and other documents will only be issued once all services are fully paid, or credit arrangements are in place.

### **CANCELLATION POLICY**

The date of cancellation shall be deemed to be the date on which the written notification is received. If a booking is cancelled

- 32 days or more prior to departure, non-refundable deposit will be forfeited
- 22 - 31 days prior to departure, 50% of the tour cost will be forfeited
- 21 days or less prior to departure, 100% of the tour cost will be forfeited
- Any of the suppliers specific conditions that vary from the above will apply

### **AMENDMENTS**

We reserve the right to levy additional charges in the case of amendments or alterations to confirmed bookings.

### **PRICES**

1. Rates/quotes cannot be guaranteed until True South Travel has received full payment. 2. In some instances, such as car hire, a one-way drop-off and/or other charges may apply and are payable directly by the client. 3. All prices are subject to change and availability. If alternative accommodation or services are used, prices may vary accordingly. 4. Unless specifically stated as a CONFIRMATION of reservation, no bookings have yet been made. 5. Price increases resulting from increases in Government taxes or levies, including entrance fees to National Parks, will be passed on to clients.

### **REFUNDS**

Once the tour has commenced, refunds will not be made for voluntarily missed tours, meals or other special activities.

### **ALTERATION TO SERVICES**

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The right is reserved to change any route or arrangements should conditions necessitate, to offer substitutes of equal value or to cancel the operation of any scheduled service. The Company will not be liable for any loss or damage that may be incurred by any alteration, suspension or curtailment of services.

### **VISA / INOCULATIONS**

Visas and immunisation requirements vary from country to country and up-to-date information should be obtained from your local health department and consulate. Visa requirements and costs thereof have not been considered in the quotation/ booking.

### **BAGGAGE INFORMATION**

Passengers will be allowed two pieces of luggage on International flights, the total dimensions not to exceed 107 linear inches for both pieces. One carry-on piece may also be taken, if it can be stored under the seat and its measurements do not exceed 45 inches. Note: smaller aircraft may have weight and piece limits. Please check your schedule.

### **AIRLINE RESPONSIBILITY CLAUSE**

The carriers concerned are not to be held responsible for any act, omission or event during the time the passengers are not aboard the aircraft or conveyance. The passenger ticket shall constitute the sole contract between the airline and the passenger.

### **RESPONSIBILITY**

True South Travel, its outfitters, operators of the tour and/or suppliers of services act only as agents in regard to travel, whether by plane, car or motor coach, and assume no liability for injury, damage, loss, accident, delay, war, insurrection, revolt or other civil uprising, other military action, strikes or any Act of Nature occurring in either the country of origin, destination or through passage, or for any reason whatsoever, or through the acts or default of any company or persons engaged in conveying the passengers or in carrying out arrangements of the tour. They cannot accept any responsibility for losses or additional expenses due to delay or changes in air schedules or other causes. All such losses or expenses will be the responsibility of the member of the tour. The right is reserved to make minor adjustments to the itinerary and the right is reserved to cancel any tour prior to departure. True South Travel may not be held responsible for any loss or damage to luggage during the tour programme. The acceptance of final documents, vouchers or tickets shall be deemed to be consent to the above conditions.

### **DISCLOSURE**

Please be aware that during your participation in this tour certain risks and dangers may arise, including, but not limited to, the hazards of travelling in

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undeveloped areas, travel by boat, train, automobile, aircraft or other means of conveyance, the forces of nature, political unrest and accident or illness in remote regions without means of rapid evacuation or medical facilities. Also be aware and clearly understand that True South Travel will not have liability regarding provisions of medical care or the adequacy of any care that may be rendered. It is understood that True South Travel will use their best efforts to ensure that all adequate measures are taken to avoid such occurrences. By signing the Tour Contract you are voluntarily participating in these activities with the knowledge of the dangers involved and hereby agree to accept any risks. As Lawful consideration to the agreement with True South Travel to participate in such trips and activities, you hereby agree that you will not make a claim against True South Travel and its employees from all claim actions and demands that you may have for bodily injury, death or property damage arising from your participation in a tour. Acceptance of the Tour Contract will serve as the release of Liability and Assumption of Risk agreement. This agreement is binding on your heirs, legal representatives and assigns. If any portion is unenforceable, the remaining portions shall remain in full force and effect.

### **INSURANCE & LIABILITY**

It is strongly recommended to insure against cancellation, medical expenses, personal accident, loss or damage to personal property, loss or damage to luggage. Neither the Company nor persons acting for, through or on behalf of the Company shall be liable for any loss or damage whatsoever arising from any cause whatsoever and without restricting the generality of the foregoing shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its brochure or other literature, late or non-confirmation or acceptance of reservations, loss or damage caused by delays, accidents, sickness, injury or death, whether caused by negligence or not.

The Company may, at its discretion and without any liability or cost to itself, at any time cancel or terminate a passenger's reservation and in particular without limiting the generality of the foregoing it shall be entitled to do so in the event of the illness or the illegal or the incompatible behaviour of the passenger, who shall in such circumstances not be entitled to any refund.