



TERMS AND CONDITIONS

BOOKINGS AND PAYMENTS

Once you are ready to confirm your trip, our payment policy is as follows:

- **50% deposit payment** is due on receipt of the invoice
- **Balance payment** is due by 45 days prior to arrival

Bookings made within 2 - 6 weeks prior to arrival will be subject to full pre-payment on receipt of invoice.

The above is our general policy and is subject to change depending on our suppliers' payment policies which all differ. We may require a larger deposit, or the balance payment may be due earlier, if so required by our supplier(s).

Bank transfers usually take around 3 - 5 business days before the funds reflect in our account.

Your bookings will only be confirmed once the deposit payment is received.

Prior to confirmation, the hotels / lodges generally only hold tentative bookings for a short period of time before the booking expires and they release the rooms. Failure to pay timeously may result in us losing the space.

Once confirmed, if you fail to make the balance payment on or before the due date, your bookings may be cancelled, and cancellation policies will apply.

Prior to arrival we will send you a full BOOKING CONFIRMATION with all the booking details.

CANCELLATION POLICY

In the event of a cancellation, you will be subject to our cancellation fees as per below:

- Cancellation 91+ days prior to arrival 10% of total cost
- Cancellation 61 - 90 days prior to arrival 30% of total cost
- Cancellation 31 - 60 days prior to arrival 50% of total cost
- Cancellation less than 30 days prior to arrival 100% of total cost
- Only cancellations submitted in writing will be accepted.
- In addition to our cancellation policies above (*excluding the 30-day period*) you will also be subject to any cancellation penalties charged by the suppliers (hotels / transportation / activities / etc) that we have booked on your behalf.
- We will first advise you on the full cancellation penalty applicable at the time, before proceeding with cancelling your bookings.

IF YOU ARE CANCELLING DUE TO MEDICAL REASONS - KINDLY INCLUDE A DOCTOR'S LETTER (IN ENGLISH)

If you have been advised by a medical practitioner not to travel, we will talk to the suppliers and try to minimize any fees charged where possible, however it is ultimately their decision whether they will amend their cancellation policy and Travel For Life will not be held liable for these costs.

IF YOU ARE CANCELLING DUE TO COVID-19 TRAVEL RESTRICTIONS - WITHIN 60 DAYS OF ARRIVAL

If there are newly imposed travel restrictions, we will talk to the suppliers and try to minimize any fees charged where possible, however it is ultimately their decision whether they will amend their cancellation policy and Travel For Life will not be held liable for these costs.

IF YOU ARE CANCELLING ONLY A PORTION OF A CONFIRMED TRIP

We reserve the right to charge a 10% admin fee on any partial cancellations on confirmed bookings. You will also be subject to the cancellation policy of the supplier of the service being cancelled.

In the event that we waive our cancellation fee, we reserve the right to charge a R500 per person admin fee.

We also recommend that you take out adequate travel / health insurance prior to travel.



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PRICE INCREASE

Quotations, itineraries, invoices and confirmations supplied by Travel For Life may include costs controlled by external factors such as airport taxes, fuel surcharges, road levies, government taxes, etc which are outside of the control of Travel For Life or our suppliers. These costs are therefore subject to change until final payment has been received or in the instance of air travel, until air tickets have been issued.

- Airlines reserve the right to levy additional or increased airport taxes and fuel charges - without notice - at any stage prior to flight and any such costs increased as a result of an increase effected by the airline will be for your account and shall be payable to Travel For Life or as otherwise instructed by the airlines.
- Road transportation companies such as transfer and car rental companies reserve the right to levy additional charges due to fuel price increases and/or government road levies – without notice – at any stage prior and any such costs increase as a result of an increase effected by the road transportation company will be for your account and shall be payable to Travel For Life or as otherwise instructed by the road transportation company.
- Government/National Bodies, concession owners and other such parties involved in the running of private or public natural parks reserve the right to levy additional or increased park fees - without notice - at any stage prior to arrival and any such costs increased as a result of an increase effected by such parties will be for your account and shall be payable to Travel For Life or as otherwise instructed by such parties.

You agree that should any such costs increase, such an increase will be for your account and shall be payable to Travel For Life or as otherwise instructed by Travel For Life.

FLIGHTS

We do not by default include flights in our packages.

We can gladly recommend suitable flights that will work with your itinerary - you can book these directly with the airline(s) or via a travel agency.

On request we can book your domestic flights at a surcharge of ZAR 500.00.

We only book domestic flights as part of an itinerary that includes accommodation - we can't assist only with flight bookings. We don't book international flights.

We generally recommend however that you book all your flights together on one ticket, especially connecting flights.

If we are booking your domestic flights, we require the following:

- Completed booking form
- A copy of all passengers' passports
- International flight details
- Deposit payment (*we will include the cost of your flights in the deposit payment due*)

Flights will only be purchased once we have received the above documents and the payment reflects in our account.

Travel For Life accepts no responsibility for changes in flight prices / flight availability due to delay in receipt of any of the above. Any changes in the prices will be added to your balance invoice.

Travel For Life accepts no responsibility for incorrect bookings as a result of incorrect information provided. It is your responsibility to advise us of any errors/changes in respect of your flight details supplied to us, as we use these details for further arrangements such as transfers, etc.



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SURCHARGES FOR EXTRA VALUE-ADDED SERVICES

If you need assistance with golf and restaurant reservations, we can make these bookings on your behalf on request at an additional surcharge (**ZAR 500.00 for golf bookings / ZAR 500.00 for restaurant bookings - not charged per individual booking**).

These additional bookings are to be finalized at least 30 days prior to arrival, and surcharges are to be paid along with your balance payment.

During peak season it is recommended that these arrangements are made latest 60 days prior to arrival to avoid disappointment.

We can also send you options of good restaurants especially in Cape Town and the Winelands, and most restaurants have online bookings if you want to book directly.

Some require deposit payments which you will then need to pay directly.

TRAVEL DOCUMENTS AND ENTRY REQUIREMENTS

Kindly ensure that all your travel documents and entry requirements are correct and up to date.

Travel For Life will not be held responsible for any incorrect documentation, nor any costs arising thereof.

This includes passports, visas, vaccinations, etc required for arrival and departure.

We can provide information to the best of our knowledge, but as these regulations are subject to change and may differ depending on where you are travelling from / to, we suggest you contact the relevant embassy of your intended destination country prior to travel to confirm the current requirements.

CHANGES TO TERMS AND CONDITIONS

We reserve the right to make changes to our Terms and Conditions at any time without prior notice.

The Terms and Conditions in place at time of your confirmation will be applicable to your booking.