



BOOKING FORM AND TERMS & CONDITIONS

Please complete this booking form and return it to:

PASSENGER/S PARTICULARS (AS PER PASSPORT) -

Destination/s: _____

Departure date: _____

Return date: _____

Client: _____

Title	Surname	First Name/s	Nationality	Passport Number	Expiry date of passport

Telephone number	E-mail address	Date of Birth

Physical address	Postal address	Emergency contact person and number

**PAYMENT BY CREDIT CARD:
PLEASE COMPLETE THE FOLLOWING -**

I hereby authorize XL Hallworld Travel to debit my Credit Card with the amount of R_____. The details of the Credit Card to be utilised for the payment is as follows -

1	Card holder signature	
2	Full name of card holder	
3	Card holder's Home Address	
4	Card holder's Work Address	
5	Credit card number	
6	CCV No. (the Last 3 digits printed on back of the credit card)	
7	Credit card type (Visa, MasterCard, Diners etc.)	
8	Expiry date	
9	If extended payment required circle number of months	3 6 9 12 ____
10	Card holders ID number/Passport number	
11	Card holders contact numbers	
12	Has consent from the cardholder been authorised	YES / NO

Before the booking can be made please provide a clear copy of the following documentation:-

1. Photocopy of ID or Passport that the passenger/s will be travelling with;
2. Photocopy of the Front & Back of Credit Card;

TO BE COMPLETED BY THE TRAVEL CONSULTANT AND PASSENGER/S

I have been informed by the Travel Consultant, and where necessary I have informed the other passenger/s accordingly, to be in possession of following necessary requirements:

	<u>Comment</u>	<u>Client to initial</u>
1. VISAS	_____	_____
2. TEMP/PERMANENT RESIDENCE IN PASSPORT	_____	_____
3. NEED 3 CLEAN PAGES IN FOREIGN PASSPORT	_____	_____
4. NEED 2 CLEAN PAGES IN S.A. PASSPORT	_____	_____
5. PASSPORT VALIDITY (6 MONTHS)	_____	_____
6. INOCULATION/S	_____	_____
7. INSURANCE	_____	_____
8. VALID DRIVERS LICENCE	_____	_____
9. HOTEL/LAND ARRANGEMENTS CANCELLATION FEE	_____	_____

AIR TICKET:

I have been informed by the Travel Consultant, and where necessary I have informed the other passenger/s accordingly, of the following:

Please initial here that -

- i. you have read and understood the above information;*
- ii. the above information was brought to your attention in the manner prescribed by law; and*
- iii. you agree to the terms and conditions as listed in the above paragraphs.*

Comment

Client to initial

- 10. TICKET TIME LIMIT: _____
- 11. CANCELLATION FEE BEFORE DEPARTURE: _____
- 12. CANCELLATION FEE AFTER DEPARTURE: _____
- 13. FARE RULES: _____
- 14. PENALTY/IES: _____
- 15. CHANGES: _____
- 16. MIN/MAX VALIDITY OF FARE: _____
- 17. NO SHOW CHARGES – 100% OF VALUE OF TICKET: _____
- 18. MAX VALIDITY FOR REFUND FROM DATE OF ISSUE: _____
- 19. REFUNDS OF AIR TICKETS & LAND ARRANGEMENTS: **SEE 19.1 BELOW** _____

19.1. REFUNDS OF AIR TICKETS & LAND ARRANGEMENTS TAKE APPROXIMATELY 6-8 WEEKS (SUBJECT TO THE AIRLINES, TOUR OPERATORS AND HOTELS) TO BE PROCESSED BY THE AIRLINES, TOUR OPERATORS AND HOTELS. **XL Halloworld Travel CANNOT REFUND ANY MONIES UNTIL SUCH TIME AS THE AIRLINES, TOUR OPERATORS AND HOTELS REFUND THE MONEY TO US.** IF PAYMENT WAS MADE BY CREDIT CARD THEN THE REFUND WILL BE MADE DIRECTLY TO THAT CREDIT CARD AND NOT TO XL HALLOWORLD TRAVEL.

NO DOCUMENTS WILL BE RELEASED WITHOUT:

- 20. Full payment;
- 21. This booking form duly completed, signed and returned to XL Halloworld Travel at the above mentioned address or fax number;
- 22. The terms & conditions, attached hereto marked annexure "A", being duly completed, signed and returned to XL Halloworld Travel at the above mentioned address or fax number, unless it has been previously signed;
- 23. Copy of passenger/s passport;

I FURTHER CONFIRM THAT I AM AUTHORISED TO SIGN THIS BOOKING FORM AND THE TERMS & CONDITIONS, ATTACHED HERETO, ON BEHALF OF ALL OF THE PASSENGERS AND I SHALL INFORM ALL OTHER PASSENGERS OF THE TERMS & CONDITIONS AND REQUIREMENTS FOR TRAVELLING ACCORDINGLY. I HEREBY CONFIRM THAT –

Client to Initial here: _____

Client to Initial here: _____

- i. XL Halloworld Travel cannot be held responsible should :
 - the courier lose a passport;
 - visa be rejected by an embassy;
 - interview be/not be called by the relevant embassy;
 - deportation by immigration on arrival in the country, even if a visa was granted;
 - the visa applications not be submitted correctly and in time to its offices, which may result in the cancellation of the journey.

- ii. All passports are valid for a minimum of 6 months after the completion of your journey.

- iii. Prices cannot be guaranteed until full payment has been received by XL Halloworld Travel, due to possible airfare increases, currency fluctuations and/or availability.

Client to Initial here: _____

Please initial here that -

- i. you have read and understood the above information;*
- ii. the above information was brought to your attention in the manner prescribed by law; and*
- iii. you agree to the terms and conditions as listed in the above paragraphs.*

X_____

- iv. I accept and understand that XL Halloworld Travel will not be responsible in any way, for cancellation and/or amendment fees (even if they are 100%) should the client cancel/change the reservation after the ticket has been issued. (Client to Initial here: _____)
- v. I accept and understand that XL Halloworld Travel will not be responsible in any way, for cancellation or amendment fees (even if they are 100%) pertaining to denied boarding of this/these passengers/s by airline or immigration, for any reason.
- vi. Should boarding be denied, for any reason, either by the airline or passport control of country of destination – I accept that I must communicate directly with the airline concerned regarding refund/rebooking and not with XL Halloworld Travel. (Client to Initial here: _____)
- vii. I understand that I cannot hold XL Halloworld Travel responsible for any monies lost due to denied boarding, and I must claim from the airline direct. (Client to Initial here: _____)
- viii. I have been advised by XL Halloworld Travel that several people have been denied boarding at O.R. Tambo International, and that I have to make sure my travel documents are all 100% in order as per the requirements of the country of destination, and XL Halloworld Travel are in no way responsible for my entry documentation, or should I/we be denied entry based on the documentation. (Client to Initial here: _____)
- ix. If I/we should miss my/our flight due to negligence on my/our part (late arrival, expired passport, no visa etc.) – I understand that this constitutes cancellation/no show by the airline, and as such, I will be responsible for the cancellation/no show fees as well as any change penalties to re-book the ticket that is charged by the airline and agent. (Client to Initial here: _____)
- x. I confirm that I have read and understood XL Halloworld Travel full terms and conditions, annexed hereto, and understand the above as well as the full set of terms and conditions
- xi. I/we have secured the necessary passports, visas, insurance and inoculations for this booking.
- xii. I am authorised to sign this booking form and the terms & conditions, attached hereto, on behalf of all of the passengers and I shall inform all other passengers of the terms & conditions and requirements for travelling accordingly. I hereby indemnify XL Halloworld Travel from any harm, claim and/or damages that may arise as a result of my failure to adhere to do so. (Client to Initial here: _____)

Please initial here that -

- i. you have read and understood the above information;**
- ii. the above information was brought to your attention in the manner prescribed by law; and**
- iii. you agree to the terms and conditions as listed in the above paragraphs.**

- xiii. I/We have read, fully understand and accept the Terms & Conditions of Contract attached as Annexure "A" hereto as well as the Booking Conditions as set out by the Hotel, Tour Operator and/or Airline. I am of age (18) and authorised to effect reservations and the conditions applying thereto, on behalf of all those detailed above.

SIGNATURE OF CLIENT (if under 18, parent/guardian's signature)
Duly authorised

NAME (in block capitals)

DATE

ANNEXURE "A"

XL HALLOWORLD TRAVEL

STANDARD TERMS & CONDITIONS

All consultations and transactions (bookings) concluded are subject to these Standard Terms and Conditions.

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In this Contract, unless the context clearly indicates to the contrary, the following words and expressions shall bear the meaning hereinafter assigned to them:-

"**the Booking/ Reservation**" shall mean any part, or all of the travel arrangements for transportation, accommodation, sightseeing and other linked travel services made on behalf of the **Client** with the Suppliers, and excludes services of a peripheral nature.

"**the Company**" shall mean XL Halloworld Travel Limited, and/or anyone acting for or on behalf of **the Company**, provided such person has been duly authorized and is acting within his or her scope of duty.

Client to Initial here: _____

"**the Client**" shall mean the person who applies (directly or indirectly) to the Company for the Company's services. The aforesaid will include but is not limited to a person who applies for his own use or benefit or that of any other person and whether applying as principal, agent or sub-Contractor. The **Client** shall include any other person on behalf of the **Client** or whom the **Client** represents and includes the Client in the Company's Application to do Business form.

Please initial here that -

- i. you have read and understood the above information;
- ii. the above information was brought to your attention in the manner prescribed by law; and
- iii. you agree to the terms and conditions as listed in the above paragraphs.

X_____

"the Conditions" shall mean these terms and conditions and those of the Principal, where applicable;

"the Traveller" shall mean any person (whether or not such person is the **Client**) who utilizes or obtains any benefit from the Services of the Company. The **Traveller** shall include a potential **Traveller**.

"the Travel Agent / Consultant" shall mean any other party who has made or secured any travel bookings or arrangements for the Client, other than the Company.

"the Services" shall mean any travel or other service facility, product or matter incidental thereto of whatsoever nature arranged or to be arranged by the Company (whether directly or indirectly) to or for the **Client** or the **Traveller**". The aforesaid shall be used interchangeably and shall include inter alia but not be limited to the providing of advice or information, the booking of reservations for accommodation, transport or the like (whether by air, sea, land or otherwise), the application for passports, visas or other travel contracts, the arranging or obtaining of insurance, any other service or facility (even though not specifically requested by the **Client** or the **Traveller**) provided by the Company or which the Company in its sole and absolute discretion deems necessary or ancillary to the services of facilities requested, or anything else associated with or related to travel.

"Peripheral Requirements / Services" shall mean, inter alia, obtaining or meeting the requirements for passports, visas, health documents, insurance, foreign exchange, Reserve and other bank approvals, use of credit cards, customs and immigration regulations as well as other peripheral requirements or services falling outside the actual travel arrangements made with Principals and other parties for whom the Company acts as intermediary.

"the Principal/Supplier" shall mean the provider of accommodation, transport, and all other relevant services or products arranged by the Company, or any services ancillary thereto provided by the **Principal** or any other party.

1. Preamble

1.1 CT Travel Holdings CC T/A XL HALLOWORLD TRAVEL , Registration Number 2007/217017/23

("XL HALLOWORLD TRAVEL ").

1.2 XL Halloworld Travel is an intermediary as defined in the Consumer Protection Act 68 of 2008 and carries on business under the Code of Conduct as stipulated by the Association of South African Travel Agents ("ASATA") and provides clients with travel and/or other services on behalf of principals and/or other agents engaged in, or associated with the Travel Industry, including inter alia, air liners, tour operators, hotels, shipping companies, car hire and other providers of air, land, sea or any other travel arrangements, products or services (collectively referred to as 'the Suppliers'). XL Halloworld Travel will provide the Client with the identity as well as terms and conditions of all Suppliers, if such terms and conditions are in the possession of the XL Halloworld Travel , and it is the Client's responsibility to familiarise him/herself with such terms and conditions and to obtain further clarity regarding the terms and conditions imposed therein.

1.3 XL Halloworld Travel may refer to themselves as an "agent" from time-to-time but are not agents for any third party/ies.

1.4 These terms and conditions will govern all future dealings between the Parties and may be amended from time to time.

2. Authority

The Client requesting such quotations or estimates or making such booking or to whom any service is rendered, is deemed to have read and accepted these Terms and Conditions and to have the authority to do so on behalf of the person in whose name the estimate or quotation or reservation is requested and/or provided and/or the person to whom the services are rendered.

3. Destination selection

3.1 The **Client** acknowledges that he/she has selected the itinerary and destination(s) constituting the booking based on information gleaned information sources which have been compiled and are managed by the Suppliers. The Company does not

guarantee that the itinerary and/or any destinations will comply in whole or in part with such information sources. The Client acknowledges that any right of recourse in that regard will be against the Suppliers.

3.2 While it is possible to break away from the itinerary, it is understood that such breakaways will be for the **Client's** account.

4. Date changes

Travellers or their agent can make most date changes directly with the airlines involved while they are travelling. Some dates may only be changed through the XL Halloworld Travel . Availability of seats and date change fees are subject to the airlines' policies and fare rules. XL Halloworld Travel can advise about the policies regarding a specific itinerary on request. **XL Halloworld Travel is able to assist in making your date changes for an additional charge. Please enquire with XL Halloworld Travel regarding these additional charges. These charges will be in addition to the date change fees charged by the carrier.** Some airlines may not allow date changes. In order to change the travel dates of such tickets, the ticket must be submitted for a refund and a new ticket purchased for the new travel dates. (Please see the section on Cancellations, below.)

5. Routing changes

Once tickets have been issued, routing changes (including adding, removing, or changing stopovers or connections) may not be permitted by all airlines. If a routing change is needed, the ticket may need to be submitted to us for a refund and a new ticket purchased for the new travel routing. (Please see the section on Cancellations, below).

6. Conduct

The **Client** agrees that he/she will at all times comply with the Company's or the Suppliers' requirements in regard to the **Client's** conduct and the **Client** will not in any way constitute a nuisance or a danger to any other passenger on the booking.

7. Special requests

Any special requests must be addressed to the Company in writing well before the departure date. Whilst the Company will use its best

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endeavours to accommodate such requests, it does not guarantee that it will be in a position to meet all demands.

8. The Company as an intermediary

8.1 The Company only acts as an intermediary between the **Client** and the Suppliers, and accordingly on receipt by the Company of any request for a booking(s) in a brochure or tailored quote, the Company shall transmit any such booking to the Suppliers concerned and endeavour to secure timeously all reservations and arrangements.

8.2 All quotations or estimates provided by or bookings made with and/or all services rendered or vouchers, receipts or tickets issued by or on behalf of the Company are subject to these Standard Terms and Conditions as well as those of any Supplier.

8.3 The Suppliers may be acquitted from responsibility in that they act as agent themselves or have contracted out of liability, as may the ultimate Principals such as hotels, car hire and coach operators, and it is therefore recommended that appropriate insurance be taken out by all travellers.

8.4 the Company does not accept liability to the Traveller for any actions, errors or omissions of the Suppliers and/or their agents, which may be prejudicial to the **Client** or result in loss in any way or form whatsoever, including injury, illness, harm, trauma, death and/or loss of or damages of whatsoever nature or kind and the **Client** indemnifies the Company accordingly.

8.5 Any right of recourse the **Client** may have, will be solely against the Suppliers.

9. Limitation of liability

Neither the Company nor any related company or representative shall be liable for any injury, illness, harm, trauma, death to the **Client** or any other passenger and/or loss of or damage howsoever caused and the **Client** hereby indemnifies the Company accordingly. The Company, its directors, employees and agents

shall furthermore not be liable for any indirect and/or consequential loss or damages whatsoever even though this may be as a result of negligence on the part of the Company's employee(s). **In the event of any liability attaching to the Company, liability shall be limited to a maximum of R5000 (Five Thousand Rand) per Traveller.**

10. Bookings

10.1 Wherever possible, the Company will endeavour to confirm the status of any booking in writing, but any failure to do so shall not be considered to negate the validity and conditions of the booking or to constitute an act of negligence on behalf of the Company.

10.2 In the event of there being an unscheduled extension to the booking caused by flight delay, bad weather, strike or any other cause that is beyond the control of the Company, expenses relating to these unscheduled extensions (hotel accommodation, etc.) will be for the **Client's** account.

10.3 Any bookings received, or amendments to bookings received within 7 (seven) working days prior to the departure date may be subject to a penalty fee, to cover communication and other expenses involved.

10.4 Unless full payment is due at the time of making the booking, all bookings must be accompanied by the requested deposit or guarantee. The Company reserves the right to cancel any booking without prejudice, in the event of full payment or a deposit or part thereof not being received.

10.5 The price quoted to the **Client** is based on fares, hotel prices, land costs and other relevant costs at the date of the Company's quote. In the event of there being any increase in any of the foregoing costs prior to the issuing of the documents, such variation shall be for the **Client's** account and payable on request by the Company, as shall any increase in the price(s) quoted arising from the fluctuation in rates of exchange.

10.6 Documents will not be issued until such time that full payment is cleared

by the Company's bankers. The onus will be on the **Client** to check that there have been no changes in the price prior to making full and final payment. Airfares are subject to the fare and fare rule conditions quoted by the air liners and cannot be guaranteed by the Company. Should the **Client's** be a group booking and the group number deviates from the number required for the booking, the Suppliers may reserve the right to re-cost the price and raise a surcharge. Should the **Client** or any party of the **Client's** group refuse to accept and pay such surcharge, it may result in the Suppliers cancelling the booking and retaining any payment made. The Company will be entitled to retain any service fees charged.

11. Reconfirming flights/tickets (very important!)

XL Halloworld Travel takes no responsibility for reconfirming flights or for advising the traveller of airline schedule changes once the tickets have been issued. Standard airline rules in effect in most countries require that international flights must be reconfirmed directly with the airlines concerned at least 72 hours prior to departure of each flight or the airline(s) may cancel your reservations. The traveller should plan on contacting each airline concerned by phone or at a city ticketing office at least three days before the flight to reconfirm and check for any schedule changes. We recommend that travellers reconfirm each flight, even if the airline says that it is not required.

12. Airline default/involuntary schedule changes

XL Halloworld Travel takes no responsibility in the event of an airline's default, cessation of service on a ticketed route or schedule change. Travel insurance that covers airline default is highly recommended.

13. Schedule changes

The Company takes no responsibility in the event of air liners or any other third parties, including any Supplier's default, cessation of service on a ticketed route or schedule change. Travel insurance that covers this default is highly recommended.

14. Payment

14.1 Prices are not guaranteed until tickets have been paid for in full and

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issued, and are subject to change at any time until then.

14.2 Final payment for any booking must be made upon confirmation of the booking, unless specific arrangements have been made and confirmed in writing by the Company. Final payment is based upon on the quoted and confirmed price, less any deposit paid, plus any additional charges that may have been incurred.

14.3 Aside from passport, visa and other peripheral service fees ("additional fees"), the Company reserves the right to claim late booking charges, communications, consultation, administration and amendment fees where applicable.

14.4 **Tickets:** As soon as the Company receives payment, it will begin ordering and issuing tickets. Depending on the itinerary, please allow two to four weeks from the time payment reaches us for tickets and/or e-ticket confirmations to be delivered. Tickets may be issued as paper tickets, e-tickets, or a mix of both.

14.5 **Late Payment:** If the final payment is not received on time, the travel documents can be delayed and may necessitate the use of a courier service, which will be for the Client's account. Alternatively, the Company may cancel the booking. Late payment may also result in cancellation of the reservation by the Third Party Service Providers.

14.6 **Payment by credit card:** When paying by credit card the Client will be required to complete the Company's credit card/booking authorisation form and comply with the authorisation criteria as laid down by the respective Credit Card Companies and/or the International Air Transport Association (IATA).

14.7 Interest at 5% above the current prime bank overdraft rate charged by the Company's bank will automatically be applied to all overdue amounts. Any invoice and/or statement received by the Client shall be immediately payable in full and no deduction or alteration may be made by the Client should all or any part of the services booked by the Company be unused for any reason.

XL Halloworld Travel's banking details are as set out below:

Account Holder: CT Travel Holdings CC

Bank: First National Bank

Account Number: 626 027 52405

Branch Code: 256405

14.8 Preferred forms of payment:

- All major South African debit and/or South African credit cards, if accompanied by satisfactory identification and a signed credit card authorisation form.
- Direct deposit – cash only (deposit slips must be faxed or e-mailed to the Company)
- Electronic funds transfer (proof of payment must be faxed or e-mailed to the Company).
- **The Company does not accept payments made by cheque.**

14.9 **Delivery:** Documentation will only be issued once all funds have been cleared by the Company's bankers. Within 3-4 weeks of the funds clearing (or as advised by the Company's Travel Consultant), the tickets and documents will be delivered to the **Client** and/or made available for pickup by the **Client**.

15. Insurance

15.1 The Company strongly recommends that travel insurance be purchased for the duration of the **Client's** journey. Insurance can only be purchased prior to departure. The Company urges the **Client** to take out additional insurance cover over and above the phase one insurance offered free as standard for international travel by the various credit card companies. The **Client** must check the specific details of the complimentary cover with his/her respective credit card company directly.

15.2 Insurance options should be discussed with the **Client's** travel consultant. Assistance to obtain travel insurance in terms of Section 22 of the Tourism Act, 72 of 1993, is available on request.

15.2 It shall not be obligatory upon the Company to effect insurance for the **Client**. The Company shall not be obliged to obtain separate cover for any risks so excluded. Nor shall the Company be under any obligation to affect a separate insurance for each Client, but may declare it on any open or general policy.

15.3 The Company will not be responsible if the **Client** fails to take adequate insurance cover. Queries must be addressed to the principal insurer, as the Company shall not in any way be held responsible for any and/or all information advanced by its staff in this regard.

15.4 Should the insurers dispute their liability for any reason, the **Client** will have recourse against the insurers only and the Company will not be under any responsibility or liability whatsoever in relation thereto, notwithstanding that the premium of the policy may not be at the same rate as that charged by the Company or paid to the Company by the **Client**.

16. Peripheral requirements

The Company will, on request, endeavour to assist the **Client** with Peripheral Requirements or Services. However, the Company cannot be held liable for ensuring that these Peripheral Requirements and Services are provided correctly or timeously or at all, nor ensure the accuracy of any information or any lack of information relating to such Peripheral Requirements and/or Services.

17. Travellers Details and Documents

17.1 **Verification of Travellers' Names and Travel Details:** It is important that the **Client** provide the Company with the travellers' full names as per the passenger/s travel documents (South African ID or passport). Failure to do so could result in denied boarding or deportation due to name mismatch information. Please confirm that all of the travel arrangements, itinerary details and documents are correct. Once documents have been issued, name changes are not permitted to air

liner's tickets and any change thereto will require that the ticket/s are submitted for a refund and a new ticket is issued. Any financial penalties imposed by the service provider(s) as a result of name changes will be payable by the **Client**.

17.2 **Other documents:** Other documents that may be required for the **Client's** journey are the **Client's** identity document, an international driver's license, inoculation certificates and hotel, car and tour vouchers. The **Client** is to please ensure that he/she checks all of these documents at the

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X_____

time of issue where applicable, prior to the **Client's** departure.

17.3 Passports, visas & health

17.3.1 The **Client** is responsible for obtaining any necessary visas and travel permits for all countries that the **Client** will be travelling to or transiting through, and for informing him/herself as to which countries/areas within countries require visas and/or special permits. Visa and entry requirements may vary depending on the **Client's** nationality, the length of stay, and the purpose of the visit, among other factors. Visa information and visas can be obtained by contacting the Consulate or Embassy of the countries involved or from a visa service company.

17.3.2 It is entirely the **Client's** duty to ensure that all passports and visas are current, valid, obtained on time and that the **Client's** passport will be valid for six months to one year after the **Client's** return to his/her home country and contains sufficient blank pages (for visa issuance) and that any vaccinations, inoculations, prophylactic (e.g. for malaria) and the like, where required, have been obtained.

17.3.3 The **Client** is to check the requirements with the Company and/or the **Client's** Travel Consultant before travelling. The **Client** acknowledges that any advice given by a Travel Consultant should not be interpreted as legal advice concerning visas, entry requirements, immigration, or residency.

17.3.4 The Company will endeavour to assist the **Client** but such assistance will be at the Company's discretion and the **Client** acknowledges that in doing so, the Company is not assuming any obligation or liability and the **Client** indemnifies the Company against any consequences of non-compliance.

17.3.5 It is specifically noted that the Company cannot be held responsible for: Denial of the **Client's** visa application for any reason; Delay of issuance of the **Client's** visa by the relevant consulate or High Commission; Loss of the **Client's** passport(s) by the consular offices and/or courier; Change in visa costs and requirements; Financial losses incurred as a result of a visa application being denied; Passport

application delays; incorrect issuance of passport or visa.

18. Cancellation

18.1 **Cancellation by the Client:** In the event of cancellation of the booking for any reason whatsoever, partially or in full, by or on behalf of the **Client**, the Company reserves the right to claim the services, administration, communication and cancellation charges which will vary depending on the debits the Company receives from its Suppliers. Failure to cancel will result in the total booking cost being payable. Although the Company's Travel Agent may apply for the refund on the Client's behalf the Company is not responsible should the application be denied for any reason.

18.2 **Cancellation by the Company:** The Company reserves the right to discontinue and summarily cancel any agreement in respect of which payment has fallen in arrears, and in the event of this right being exercised, the full balance still owing shall immediately become due and payable on demand.

Additionally, the Company shall have the right to cancel any contract should its fulfilment be rendered impossible, impeded or frustrated by strike, lock-out, civil commotion, war, act of God, force majeure, lack of materials, operation of law or regulations or order made by any statutory or other duly constituted authorities or any other cause beyond the control of the Company.

18.3 **Non-Refundable Tickets:** Certain tickets are completely non-refundable according to airliner's rules and various other third party's terms and conditions. Cancellations for any reason whatsoever, including medical reasons, death in the family, strikes, wars, weather, natural disasters, air liner's default or government travel warnings will not entitle the **Client** 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.

18.4 **Cancellation penalties on tickets:** If tickets can be refunded, cancellation penalties can be up to 70% of the cost of the tickets are imposed by the air liners and can take as long as 6 (six) months to a year or longer to obtain from the air liners. Trip

cancellation and interruption insurance is therefore highly recommended. For the best coverage, travel insurance should be purchased at the same time as the air liner's tickets.

19. Refunds Policy

19.1 The Company is unable to refund monies before receipt of funds from the relevant Suppliers.

19.2 **Administration fee on refunds:** All refunds are subject to a 10% administration fee payable to the Company, which is calculated on the value of the ticket submitted for refund or the amount of the refund claimed, whichever is the larger amount. This fee is over and above any cancellation fee which may be charged by the Suppliers to whom the refund is submitted. Refunds by the Suppliers will be subject to their terms and conditions which the **Client** is responsible for familiarising him/herself with.

19.3 The Company, as an intermediary, can only assist in processing and following up on the **Client's** refund.

19.4 In no way whatsoever does the Company or any of its employees guarantee a refund unless it is reduced to writing and provided by the Suppliers.

20. WARNING - Malaria and other tropical diseases

20.1 Certain parts covered by the **Client's** itinerary may be areas where there is a high-risk of malaria and other tropical diseases. the Company strongly recommends that the necessary precautions be taken in this regard and recommend that the **Client** check with his/her medical practitioner before departure or a medical practitioner well versed in tropical diseases immediately upon the **Client's** arrival in Africa or any other tropical or sub-tropical destination. If the **Client** has not done so prior to departure, it is imperative the **Client** do so upon the **Client's** return.

21. Foreign exchange

This may be purchased up to 60 days prior to departure. The **Client** can place a foreign exchange order with his/her Travel Consultant. Foreign

Please initial here that -

- i. you have read and understood the above information;*
- ii. the above information was brought to your attention in the manner prescribed by law; and*
- iii. you agree to the terms and conditions as listed in the above paragraphs.*

exchange regulation compliance is the **Client's** exclusive duty. This will apply especially when the **Client** instructs the Company to make and pay for travel arrangements on the Internet.

22. Confidentiality

Subject to statutory constraints or compliance with an order of court, the Company undertakes to deal with all the **Client's** information of a personal nature on a strictly confidential basis. The Company will provide certain information to the Suppliers for the purpose of the **Client's** cruise, which the **Client** hereby consents to.

23. Departure Tax

Certain destinations may require a departure tax which is payable locally upon departure in cash. This tax is not included in the prices quoted.

24. Internet Bookings

If the **Client** requests or instructs the Company to do bookings via the

Internet, the **Client** irrevocably authorises the Company to do the following on its behalf (1) make any selections of and for the proposed travel arrangements (2) make payments and (3) accept booking conditions.

25. Interpretation, law applicable and jurisdiction

Words implying the singular shall include the plural and vice versa, words importing one gender shall include any other and reference to natural persons shall include legal entities and vice versa. This agreement is governed by South African Law. The Parties hereby consent to the jurisdiction of the appropriate Magistrate's Court in regard to any action and/or proceedings based on/or arising from these Terms and Conditions. This document reflects the only and full agreement between you and the Company and there exist no other terms, conditions, warranties, representations, guarantees, promises, undertaking or inducements of any nature whatsoever (whether verbal,

written or electronic) regulating the relationship. You acknowledge that you have not relied on any matter or thing stated on behalf of the Company or otherwise that is not included herein. No variation and/or extension thereof shall be valid unless agreed to both by the Parties in writing. In the event of a clash and/or uncertainty in meaning and/or interpretation between this and any other document issued by the Company, this document will always have preference. You will be liable for all legal fees of an attorney and own client scale in the event that the Company has to engage a lawyer to enforce or defend any of its rights or otherwise.

26. General terms and conditions for on-line bookings

Insofar as they are applicable, the annexed online terms and conditions shall be supplemental to the other terms and conditions contained in this document.

Client to Initial here: _____

27. Protection of Personal Information

27.1 PERMISSION TO USE YOUR PERSONAL INFORMATION

27.1.1 By agreeing to these Terms and Conditions the Client hereby voluntarily authorises the Company to process the Clients personal information (including name, credit card & banking details, physical address, telephone numbers & any other information provided to the Company). Processing shall include the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation, use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as blocking, degradation, erasure or destruction of information. This consent is effective immediately and will endure until the relationship between the Client and the Company has been terminated.

27.1.2 By agreeing to the terms of this Agreement the Client expressly consents to the processing of its information for marketing purposes and knows and understands that by agreeing to same that it may receive marketing materials in the form of a sms, emails and the like from the Company.

27.2 PROTECTING YOUR SPECIAL PERSONAL INFORMATION

27.2.1 By agreeing to the terms of this Agreement the Client expressly consents to the processing of special personal information as defined in the Protection of Personal Information Act, 4 of 2013, by the Company.

27.3 YOUR RIGHTS IN TERMS OF THIS CONSENT

27.3.1 It shall remain the Clients obligation to update their personal information and special personal information as defined in the Protection of Personal Information Act, 4 of 2013.

27.4 TRANS-BORDER FLOW OF INFORMATION

27.4.1 The Client hereby expressly consents to the processing of its personal information by way of the trans-border flow of information. This will occur where personal information has to be sent to service providers outside of the Republic of South Africa for storage or further processing processes on the Client's behalf.

Please initial here that -

- i. you have read and understood the above information;*
- ii. the above information was brought to your attention in the manner prescribed by law; and*
- iii. you agree to the terms and conditions as listed in the above paragraphs.*

28. Responsibility/release and assumption of risk

I understand and am aware that during the booking in which I will participate under the arrangements of XL Halloworld Travel and its agents, associates, affiliated companies, or subcontractors, certain risks and dangers may arise, including but not limited to the hazards of travelling in unsafe areas or under unsafe conditions, the hazards of travelling in politically unstable areas, the dangers of civil disturbance and war, the forces of nature, the negligent or reckless acts or omissions of, and/or the bankruptcy, insolvency or cessation of services by, the Company's affiliated companies, airlines, other third parties or subcontractors. In consideration of, and as part of the payment for, the right to participate in such air itineraries, I have and do hereby expressly assume all of the above risks.

The terms of this agreement shall serve as a release and express assumption of risk for myself, my heirs, assignees, administrators, executors, and all members of my family, including any minors accompanying me.

I have read and fully understand the provisions and the legal consequences of this Release and Assumption of Risk and I hereby agree to all its conditions, especially noting and agreeing to the portion of this provision that releases the Company and its agents, employees, officers, directors, associates, affiliated companies, and subcontractors, to the extent permitted by law, from liability for the negligent or reckless acts or omissions of the Company's affiliated companies, air liners and subcontractors."

I accept full responsibility for notifying and bringing all of the above contents to the attention of all other persons on whose behalf the booking has been made, and I accordingly indemnify the Company against any claims made by any or all other Travellers.

I FURTHER CONFIRM THAT:

- 1. I/WE ARE SATISFIED WITH THE TRAVEL ARRANGEMENTS MADE AND MY/OUR DECISION/S IS NOT BASED ON THE ADVICE GIVEN BY XL HALLOWORLD TRAVEL; AND
- 2. I/WE ARE 18 YEARS OF AGE OR OLDER AND AUTHORISED TO SIGN THESE TERMS AND CONDITIONS ON BEHALF OF ALL OF THE TRAVELLERS.
- 3. BY ACCEPTING THIS CONFIRMATION AND OFFERING PAYMENT IT WILL BE DEEMED THAT I, THE CLIENT, HAVE READ, UNDERSTOOD AND ACCEPTED THESE TERMS AND CONDITIONS AND HAVE BROUGHT THEM TO THE ATTENTION OF ALL OTHER TRAVELLERS ON WHOSE BEHALF THE BOOKING HAS BEEN MADE.

THUS DONE AND SIGNED AT _____ ON THIS THE _____ DAY OF _____ 20____.

CONSUMER/CLIENT

AS WITNESSES: 1. _____ 2. _____

Please initial here that -
i. *you have read and understood the above information;*
ii. *the above information was brought to your attention in the manner prescribed by law; and*
iii. *you agree to the terms and conditions as listed in the above paragraphs.*

X_____