



operated by iKapa Tours & Travel (Pty) Ltd
Company registration: 1993/007342/07
Vat registration: 4550142147
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Terms and Conditions

Making a reservations:

All reservations are to be made in writing to SATC Holidays. Under no circumstances will any bookings be accepted telephonically. On receipt of the reservation request, SATC Holidays will reserve your holiday as per the signed instructions on the booking form. SATC Holidays requires a non-refundable deposit of minimum, 10% of the total package price within 72 hours of receiving the signed booking form. The reservation is only **confirmed** once and invoice has been dispatched confirming the travel arrangements. It is important to ensure that all details on the invoice are exactly as per your booking request. SATC Holidays will provide you with travel arrangements as per the dispatched invoice. Full payment is required 6 weeks prior to departure date. If the booking is made within 6 weeks of departure, full payment is due within 24 hours of receipt of invoice. **Failure to meet these payment due dates will result in the automatic cancellation of your booking and applicable cancellations will be charged. Until full payment has been received the entire booking is subject to currency fluctuation.**

Prices:

All prices quoted are based on supplier prices and exchange rates prevailing at the time. **SATC Holidays reserves the right to adjust the holiday prices at any time**, without prior notice, in accordance with any supplier or exchange rate increase. SATC Holidays guaranteed the price of land arrangements only once **full payment has been received**.

Airfares are subject to the prices and conditions quoted by the particular airline and **cannot** be guaranteed by SATC Holidays. The onus is on the Travel Agent and the passenger to check that there have been no changes relating to the airfare before making final payment thereof.

Method of payment:

Credit Cards: In accordance with International Airline Travel Association (IATA) bulletin # A1/00 we need a signed and validated Standard Credit Card Charge Form. The agent acknowledges that s/he has seen the card and that the signature on the card is the same as that on the Credit Card Charge Form. A signed and validated Standard Credit Card Charge Form (SCCCF) or payment through our Virtual Card Services system, are the only recognised forms of payment for credit cards. If the card is a foreign credit card then you may be requested to supply various other details.

Cash or EFT Transfers: We accept EFT transfers, or cash deposited into one of our bank accounts, subject to condition that the EFT transmission report or the cash deposit slip is provided to ourselves and such payment has been confirmed as received by ourselves.

Immigration, Health and Travel Insurance:

SATC Holidays highly recommends that adequate travel insurance is obtained. This is the onus of the passenger. Should you be leaving South Africa, it is the responsibility of the passenger to ensure that they are in possession of a valid passport together with health documents and any visas, which may be required. Your Travel Agent will be able to assist you in obtaining the above mentioned documentation.

Flight and other travel timings:

Flight timings are provided by airlines and are subject to Air Traffic Control restrictions. All means of transportation are subject to weather conditions, the need for constant maintenance, and the ability of passengers to check-in on time. There is no guarantee that flights, ferries, ships, trains or coaches will depart at the times stated on any itinerary or tickets which you receive. All timings are estimates only, and we do not accept any liability for any delay, however arising, or for any schedule alterations.

Flight reconfirmations:

It is the passenger's responsibility to ensure that they reconfirm the departure date and times of all flights at least 72 hours prior to departure. This is particularly important in respect of subsequent journeys once leaving South Africa. SATC Holidays will not be held responsible for any airline schedule changes.

Documents:

Documents (vouchers, itineraries, air tickets etc) will only be released on receipt of full payment of the package price and duly completed and signed booking form (indicating acceptance of SATC Holidays terms and conditions) Should you require your documents to be forwarded to yourself or the departing airport, this may be arranged, however the courier costs in respect thereof will be for your own account. **It is important that you check all details of your travel documents before leaving. If there are any inaccuracies or should you have any queries regarding your documents, contact your Travel Agent immediately. SATC Holidays will not be held liable for any inaccuracies once passengers have departed.**

Itinerary variations:

While every effort will be made to maintain your itinerary as confirmed, SATC Holidays reserves the right to alter the itinerary due to unusual and/or unforeseen circumstances outside of SATC Holidays control including (but not limited to) war, riot, civil unrest, government action or airport regulations, natural or other disasters, weather conditions, technical problems with transportation or technical breakdown in a hotel or apartment.

Changes made due to these circumstances do not constitute any reason for refund. While SATC Holidays will in these circumstances offer every assistance possible, all additional charges (such as additional accommodation and /or similar) will be for the account of the passenger.

Cancellations:

Should you for any reason wish to cancel your reservation, you must advise your Travel Agent in writing. The cancellation document in, all possible instances, must be signed by the person who signed the original booking form. In case of cancellation the following fees will be applicable:

More than 6 weeks prior to departure:	deposit is forfeited
4 - 6 weeks prior to departure:	30% of full tour price
2 – 4 weeks prior to departure:	60% of full tour price
Less than 2 weeks prior to departure:	Full tour price

Air ticket cancellations are subject to airline policies

Amendments to your confirmed reservation are allowed up to 2 weeks prior to departure. All amendments to confirmed reservations must be submitted in writing. If the reservation is amended on your request, any charges and/or increase to the original price will immediately be added to your total package price. Each time a confirmed reservation is amended on your request SATC Holidays will charge R100 per person per amendment. Amendment and cancellation fees are required immediately and may be deducted from your payment or deposit. **We strongly advise that you obtain travel insurance.**

Refunds and unused services:

No refunds will be made for no shows or any unused services, irrespective of whether they form part of the basic inclusive tour price or whether they are in respect of pre-booked optional travel arrangements.

Refund policies operated by the various airlines vary greatly. You should return your unused ticket to SATC Holidays who will present it to the relevant airline for assessment as to whether the airline will agree to issue a refund or not. Should a refund be authorised by the airline, such refund will be made to you less any cancellation and administration charges. Refunds take up to 12 weeks to process although, this time frame cannot be guaranteed by SATC Holidays. Tickets returned to SATC Holidays for a refund, which are older than one year from the date of issue, will be regarded as expired, by the airline, and have no refund value.

Complaints:

In the event that you have any reason to complain, or experience any problems with your holiday, notification must be made in writing to SATC Holidays within 30 days of your return. Whilst every effort will be made to resolve your complaint to your satisfaction, SATC Holidays can in no way accept liability for any claim that you may have in respect of your complaint.

General Information:

Taxes: We will advise you of all mandatory taxes, which you must pay before departure. However, many countries charge departure taxes that can only be paid locally. It is therefore recommended that you retain sufficient local currency to meet such charges. Details of departure taxes can be obtained from the relevant airline when you reconfirm your flight details.

Special requests: We can pass on any special requests that you may wish to make at the time of booking, but acceptance of such requests is at the discretion of the airline or other supplier and in no circumstances are special requests guaranteed. Confirmation that a special request has been noted or passed on to the supplier, or the inclusion of the special request on your confirmation invoice or any other documentation, is not confirmation that the request will be met.

Medical Problems: If you or any member of your party has any medical problem or disability which may affect your holiday, you need to give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.

Renovations: Please be aware that hotels undergo renovations from time to time. Hotels take all possible steps to limit disruption to their guests. We will not entertain complaints or requests for refunds if a hotel is carrying out renovations whilst a guest is resident. If we are specifically advised of renovation work, dates may be provided, but it is important to remember that these are subject to change and we are not always notified.

The loss or theft of a ticket must be reported to SATC Holidays immediately. Certain airlines will not authorise SATC Holidays to issue a replacement ticket if such ticket is lost or stolen before the passenger leaves South Africa. In the latter instance you will be required to purchase a new ticket, at your own cost, until such time as SATC Holidays receives authority from the airline to make any refund to you, which authority could take up to 12 months to receive. Should the airline authorise SATC Holidays to issue a replacement ticket SATC Holidays will do so and a re-issue fee, per ticket, will be for your own account.

Should your ticket be lost or stolen abroad it should be noted that certain airlines will not issue a duplicate ticket and it will be your responsibility to purchase a new ticket aboard at the local fare. Upon your return to South Africa you may make application to SATC Holidays for a refund of the amount spent by yourself on the lost or stolen ticket, but it is specifically recorded that any refund will be entirely at the discretion of the airline concerned which may take up to 12 months to authorise.

It is your responsibility to report the lost or stolen ticket to the police and to provide SATC Holidays with the proof of such report if required.

Responsibility:

SATC Holidays endeavour to do their best to make sure your holiday arrangements are satisfactory. However we will not be held responsible or liable for any loss, damage, injury, death, delay, expense, inconvenience or loss of enjoyment resulting directly or indirectly from any act of negligence, default or omission on the part of SATC Holidays, any person or corporation or arising from any event beyond SATC Holidays control. When we make your booking with the suppliers of travel, entertainment and accommodation facilities. SATC Holidays acts as a booking agent for the suppliers. The provision of those facilities of service is subject to the terms and conditions of your contract with the supplier and you should make yourself aware of such. SATC Holidays do not have control of said suppliers and do not accept liability for errors and omissions of said suppliers.