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## **DAY TOURS TRAVELLER BOOKING DETAILS, CANCELTION TERMS AND CONDITIONS 2020**

**Please note we have H24 customer support where you can get professional service that is fast and responsive right from the start.**

**Via email or whatsapp +  27 78 225 2270 or Skype  socioolite.travel.tours**

### **Bank Details**

Shaun Moleea

Current Account

Account Number : 1074669789

Bank Name: NEDBANK

Branch Code: 169805

**REFERENCE USE AS INDICATED ON TOUR NAME & NOTES**

**Email proof of payment to [bookings@socioolitetravel-tours.co.za](mailto:bookings@socioolitetravel-tours.co.za) listing the Tour Titles, Names, Surname, Gender, Contact number and Email address of each traveller under your booking.**

**Please ensure to use correct reference number to enable us to allocate payment to the correct account.**

### **GENERAL INFORMATION:**

- Unless stated otherwise on the specific tour page, our prices generally include all tourist guide, scheduled transfers, all entry fees, all game drives, game walks and accommodation on a dinner, bed and breakfast basis.
- General information and conditions of carriage prices, routes, and places of interest, destinations, hotels and restaurants are subjected to availability and to change.
- Tour Departures and arrival are approximate.
- Mandarin, French, German as well other foreign language Tourist Guides are available on request at extra surcharge.
- All our vehicles are insured substantially for passenger liability.
- All tours are subjected to minimum number of passengers.
- Tour Details
  - \* (S) Single Solo private traveler.
  - \* (PPS) 2 to 6 people sharing.
  - \* (SCH) 7 or more people sharing.
- We will not be held liable for theft, lost, damaged or any medical costs however Travel insurance is compulsory to be sorted out by traveller at own cost. To cover your medical expenses, missed flights and baggage loss.
- Indemnity Forms must be signed at the start of your safari.
- We also have self-drive packages, tailor made tours, incentive group tours, team building and conference packages.
- Hotels check in time is from 14h00 and check out before 11h00 in the morning.

## TERMS AND CONDITIONS:

- Booking Fees/Deposit payments are non-refundable.
- Deposit payments are non-transferable and cannot be transferred to a new individual.
- In the case of festivals tickets / passes they are non-Refundable, and cannot be transferred to a new individual.
- American Express, Master, Visa & Dinner Club credit cards are welcome.
- Cash payments are to be made in South African Rands unless alternative arrangements have been made.
- Full payment is to be made directly to the guide on commencement of the tour, unless otherwise arranged.
- Monthly payment plans commences a month after payment of deposit booking.
- Once your deposit has been received an Account will be created by Socioolite Travel under your profile. An Invoices will be generated, and updated statements will be distributed to you after every payment made monthly.
- Travellers booking as a group need to nominate an Administrator to manage the group's monthly incoming payments, we will Require a list from the Administrator monthly indicating the payments made by each traveller in the group.
- Tour Administrators will be held liable and penalised the Outstanding Cost of a Cancelling Traveller, if Socioolite Travel is not notified when a member in the Group cancels.
- Alternatively each traveller in the group, needs to opt to manage their accounts separately.
- Two (2) consecutive missed payments without prior arrangement with our Accounts team will result to your booking being cancelled. Cancellation terms (below) will apply.

## **CANCELLATIONS:**

In case of non-presentation on all tour departures, full cancellation fees will apply and traveller will forfeiture the full booking fee paid.

Travellers who cancel within:

- 60 to 31 Days prior to departure: forfeits 25% of total tour price as cancellation fee.
- 30 to 15 Days prior to departure: forfeits 50% of total tour price as cancellation fee.
- 14 to 2 Days prior to departure: forfeits 75% of total tour price as cancellation fee.
- 2 Days & less to departure: forfeits 100% of total tour price as cancellation fee.

These conditions will be strictly adhered to and cancellation insurance is therefore strongly recommended. In accordance with the standard procedure adopted by all tour operators worldwide, we reserve the right to postpone or cancel any tour / travel arrangements prior to departure, due to change of travel arrangements ,availability, any unforeseen circumstances like travel bans , endemic disease or political unrest. However in the event of trip cancelation the entire payment made will be refunded to the passenger without any further obligation on the part of the company where a non-refundable deposit and admin fee still applies.

By accepting this confirmation and offering payment therefore it will be deemed that you have read, understood and accept our Terms and Conditions.

### **Due date for Payments:**

- The full amount is due by the client not more than 30 (THIRTY) days prior to date of tour departure, unless special arrangements have been made.
- Should the full amount not be received in specified time, Socioolite Travel reserves the right to treat the booking as a cancellation.
- Should the client fail to join the tour, or join it after departure, or leave the tour prior to its completion, no refund will be made whatsoever.
- Late applicants may join the tour on an accommodation available basis.

### **TOUR COSTS AND EXCHANGE RATE FLUCUTATIONS**

Tour costs are based on ground costs as at the time of compiling the itinerary. Socioolite Travel cannot be held responsible for any changes that may occur. Prices are valid till January 2021

### **PASSPORT AND VISA REQUIREMENTS**

Client should be in possession of a passport valid for at least 6 months beyond the intended stay. The client must ensure that he/she has the correct visa and passport documents to travel. The company will not be held responsible for passengers travelling without the correct travel documents.