



Socioolite Group Travel & Tours Terms & Conditions

SOCIOOLITE TRAVEL TERMS & CONDITIONS

- * Booking Fees/Deposit payments are non-refundable.
- * Deposit payments are non-transferable and cannot be transferred to a new individual.
- * Payments may be made via Visa, MasterCard, Diners or American Express cards via our online secure payment link or by a bank transfer into our account, the details of which will be provided on request.
- * Monthly payment plans commence a month after payment of deposit booking.
- * Two (2) consecutive missed payments without prior arrangement with our Accounts team will result to your booking being cancelled. Cancellation terms (below) will apply.
- * Please note that drinking water as per our meal plan is only for the daily safaris and not for the lodge supply usage. Each person will get 1 x 500ml bottled of water daily on each activity.

CANCELLATIONS:

Travellers who cancel within:

- * 120 days prior to departure forfeits 30% of total tour price as cancellation fee.
- * 60 days prior to departure forfeits 50% of total tour price as cancellation fee.
- * 31 days prior to departure forfeits 70% of total tour price as cancellation fee.
- * 30 days & less prior to departure forfeits 100% of total tour price as cancellation fee.

GENERAL BOOKING POLICY

- * A provisional booking made will be held for a maximum of 7 days within time of booking unless otherwise specified.
- * Tour prices which are out of the 7 days provisional booking are subjected to increase otherwise specified.
- * All no shows attract a 100% cancellation fee.
- * No shows due to illness or unforeseen circumstances are entirely at Socioolites discretion, and we reserve the right to postpone or forfeit your travel dates.

* Unless stated otherwise on the specific tour page, our prices generally include tour guides, scheduled transfers, all entry fees, all game drives, game walks and accommodation on a dinner, bed and breakfast basis.

* All Flights quoted pricing, upon receiving of the itinerary are subjected to increase due to demand and fluctuating prices.

* In the event of an activity / group booking requiring a minimum pax to depart an extra surcharge will be charged and can only be confirmed prior the activity or two weeks before travel dates.

* Special rates for children between 5 -12 Years are available on request, or they pay 50 % adult sharing rate on selected Tours.

TOUR COSTS AND EXCHANGE RATE FLUCTUATION

* Tour costs are based on ground costs as at the time of compiling the itinerary. Socioolite Travel cannot be held responsible for any changes or increases that may occur. Prices are valid till December 2025.

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.

* Bookings will be canceled if payment is not received in full prior to the date of travel.

* All payments are to be made in ZAR / USD unless a special arrangement is made between the parties.

TRAVEL INSURANCE

We will not be held liable for theft, lost, damaged or any medical costs however Travel insurance is compulsory to be sorted out by traveler at own cost. To cover your medical expenses, missed flights, trip cancellation and baggage loss.

PASSPORT & VISA REQUIREMENTS

Travellers should be in possession of a passport valid for at least 6 months beyond the intended stay. The traveler 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

SPLIT PAYMENTS:

* Split Payments will incur bank charges between 3.5 % to 8 % total cost depended on card used.

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NO REPLY RECEIVED / EMERGENCIES:

* For emergencies, please send us a direct mail to sales@socioolitetravel-tours or info@socioolitetravel-tours.co.za or alternatively send us a WhatsApp / call to our mobile number +27 78 225 2270 / + 27 63 781 2659.

POPI ACT ACT 4 OF 2013

* Section 14 of the Constitution of the Republic of South Africa, 1996, provides that everyone has the right to privacy.

* The right to privacy includes a right to protection against the unlawful collection, retention, dissemination and use of personal information.

* Where Socioolite Group receives any personal information (as defined by the South African Protection of Personal Information Act 4 of 2013) ("the Act"), it shall ensure that it fully complies with the provisions of the Act and only processes such information as is necessary to fulfill its contractual and legal obligations.

* The Operator confirms that it, and any subcontractors or third parties in its employ, fully adhere to the legal, organizational and security safeguard requirements of the Act and that all the principles and policies of the Act are in place, that regular internal and external reviews are conducted to ensure the adequacy.

* I booking traveler, consent to the collection and use of my personal data for my travel arrangements as per the Protection of Personal Information Act (POPIA).