

TIME 2 GO TRAVEL

TERMS AND CONDITIONS



Terms and Conditions to be read and understood before you pay:

Time 2 Go Travel (Pty) Ltd (Registration number 2013/090481/07) trading as Time 2 Go Travel is a travel agency. Our job is to arrange travel at your request. The delivery of travel arrangements are through third party suppliers who are responsible for providing your travel service or product and they have their own terms and conditions. Time 2 Go Travel cannot be held responsible for the acts, omissions, negligence or gross negligence of any third party supplier OR factors outside of our control – these factors are amongst others acts of God, weather, strikes, political uprising, riots, etc.

HOW LONG IS A QUOTE VALID?

Time 2 Go Travel cannot guarantee any price or fare quoted for any length of time. Prices are subject to change due to rate of exchange, taxes and availability. To secure the price, full payment is due at time of booking. In most instances a deposit does not secure the price and the final payment is still due to change due to rate of exchange and tax increases. The client will be liable for all such increases should he/she decide to only pay a deposit at time of booking.

TRAVEL INSURANCE

Travel Insurance is highly recommended for all travel. Cancellation fees and change penalties from airlines and tour operators can be extremely high and the free insurance offered by Credit Card companies and Medical Aids are not a comprehensive medical and cancellation insurance. We therefore strongly recommend that you consider additional insurance.

Should you decide **not** to take out any additional insurance, please sign the indemnity form below:

In accordance with the Tourism Act Nr 72 Section 22 of 1993, Time 2 Go Travel has offered me Travel Insurance for the duration of my/our journey. I hereby decline the offer and therefor indemnify Time 2 Go Travel, Helena and Rachelle from any liability and responsibility in case of the unforeseen:

~ Medical Expenses, Assistant Services, Hospitalization, Accidental Death or Disability, Trip Cancellation or Curtailment, Hijacking, Baggage loss, Baggage delay, Travel delay, Stolen Cash or Travel Documents and Personal Liability law suits.

Signature: _____

VISAS

It is the customers' responsibility to check visa requirements with the consulate / embassy of each country to be visited (including stopovers and transit countries) as most countries require a visa for entry. (Especially when on a cruise as Maritime Laws sometimes requires that you have a valid visa due to ocean borders.)

VISA INDEMNITY FORM:

Time 2 Go Travel only acts as a disclosed agent for third party suppliers (such as Visa Service Providers). Should I/we request visa advice from a visa company, any claims will be made directly to the visa company. Time 2 Go Travel cannot be held liable if the relevant Embassy, Consulate or Government Institution does not issue the visa before my intended departure date. Any costs incurred due to date changes on any travel arrangements, cannot be claimed from Time 2 Go Travel. I will not hold Time 2 Go Travel responsible for securing my visa OR if a country refuses me entry.

Signature: _____

HEALTH REQUIREMENTS & VACCINATIONS

It is the customers' responsibility to check with their doctor / travel clinic / relevant embassy which vaccinations are required by the countries they are visiting as well as the country in which they are transiting, doing a stopover and the country they are returning to.

DRIVERS LICENSE AND CAR HIRE

It is the customers responsibility to ensure that the driver of a rental car has a valid Credit Card (in his/her name) as well as a valid South African Driver's License (and if travelling overseas, a valid International Driver's License) when collecting the car.

ITINERARIES

Please ensure that the itineraries you sign are as per your request and that the correct dates, times and destinations are booked. Please check your departure, return and connecting flights with the airline at least 24

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hours before departure, as schedule/time changes are outside of Time 2 Go Travel's control and you fully indemnify Time 2 Go Travel against any inconvenience, damages or loss suffered as a result thereof.

PASSPORTS

It is the responsibility of the customer to ensure that passports are valid for at least 6 months after returning to South Africa. The name on the ticket and vouchers must match the name on the passport. Any changes that incur costs, will be the responsibility of the customer. Please note that some countries require machine-readable passports – it is the customers' responsibility to ensure compliance. Most countries do not accept temporary passports. All passengers require a passport to travel outside of South Africa – including infants. If any passport has not been issued by the Department of Home Affairs at the date of completing this booking form, you hereby indemnify Time 2 Go Travel against any errors that might occur and the cost relating thereto. Should you have dual passports, please ensure that you travel with both. If you are travelling on a foreign passport and are a permanent resident in South Africa, please ensure that you have the right documentation from home affairs before you travel. If you have 2 RSA passports, please ensure that they are both valid, as Home Affairs normally cancels one if you apply for another passport. For domestic travel, all documents and tickets must be as per your name on your ID.

PAYMENT OPTIONS

Cash

Credit Card – Time 2 Go Travel can only assist with Credit Card payments if the client is present and his/her card can be swiped through the merchant device. If the Credit Card is not present, we require a signed imprint of his/her credit card.

Debit Card – Please check the daily limit on your debit card before you offer this as form of payment.

Cheque – Only Bank issued cheques are accepted – no personal cheques.

Electronic Transfer – Please note that we can only action / issue travel documents once the money reflects in our account. We cannot issue tickets or travel documents upon proof of payment. Transfers from some banks may take up to 48 hours to reflect and Time 2 Go Travel cannot be held responsible should the price of the flight or travel arrangements increase while we are waiting for the money to clear. Always select the direct clearance option when making an electronic transfer.

CHANGE AND CANCELLATION RULES OF TICKETS AND OTHER TRAVEL ARRANGEMENTS

It is the client's responsibility to fully understand the change and cancellation penalties on all travel arrangements. Changes to flights or any other travel arrangements are subject to a penalty charged by the airline or third party supplier. In some cases changes are not allowed e.g. name changes, date changes on special fares, etc. Cancellation penalties will apply should you cancel any travel arrangement subject to the rules of the airline or third party supplier. Cancellation penalties can be up to 100%. Time 2 Go Travel will assist you with your refund, but please note that airlines and third party suppliers can take up to 12 weeks to process refunds.

SPECIAL REQUESTS

Time 2 Go Travel will gladly assist you to request meals, seats, wheelchairs, etc., but cannot be held liable if the airline does not comply with the specific requests. Time 2 Go Travel can also insert a frequent flyer number into your airline booking, but it is also your responsibility to make sure you advise the airline of your applicable numbers upon check in.

COMPLAINTS AND CLAIMS

Any third party claims must be made directly with the supplier of the product. Stolen/lost luggage must be reported directly to the airline prior to leaving the airport. Claims from travel insurance must be made directly with the insurance supplier. Time 2 Go Travel cannot be held responsible for any losses, injury, damages, death occurring through the provision or omission of a service or product from a third party supplier. Any travel booked is considered to be with your approval, not under duress and with your consent to the conditions above.

SIGNATURE

_____/_____/_____
DATE