



INFINITE AFRICA

Don't just travel...

Standard Booking Terms & Conditions

Infinite Africa Destination Management (Pty) Ltd. (The Company), Company Registration Number 2014/131654/07 possesses all licenses, permits and insurances necessary to conduct business as a tour operator in Southern Africa.

1. The Role of the Company

The Company acts as an agent / broker in packaging tours and travel arrangements utilizing the products of various travel suppliers. The company will make every effort and care to engage quality suppliers (among them airlines, hotels, tour operators and other service providers) to ensure that the various services making up the different tours will be carried out efficiently and as specified. The company does however not have direct control over the provision of services of suppliers and shall not be liable for any loss, damage, injury, additional cost, delay, irregularity that may be occasioned by any error or default, act or omission of any supplier in carrying out the arrangement of any tour or otherwise in connection therewith. All bookings are made on behalf of the Traveler are subject to the supplier's terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers.

2. Liability

The Company shall not be liable for any loss, damage, or expense of any nature whatever suffered by the client or any traveler arising from the loss of or any damage to any property; the cancellation or curtailment of any tour; sickness, quarantine, weather conditions, war, strikes, riots and/or any other cause of any nature whatever, however caused and whether as a result of the company's negligence or otherwise.

Should sickness or accident interrupt a tour, the company shall not be liable for any loss, damage or expense arising there from, whether as a result of the company's negligence or otherwise; and refund, either total or partial, of money paid. The company strongly recommends that the client takes out the necessary insurances to protect against any such eventuality.

Travelers shall be solely responsible for complying with the formalities required by police, customs, health and all other authorities at the point of departure, at the destination and whilst in transit.

3. Complaints

Any claim or dispute which may arise between client and the company including any claim for loss or damage due to injury to person or property shall be resolved by arbitration in accordance with the laws of the Republic of South Africa. Any such claims need to be brought to the Company attention immediately, and not more than one week after the end of the trip, so as to allow for a fair opportunity to rectify the situation. Stolen or missing luggage after a flight should be reported directly to the airline before departing from the Airport.

4. Booking Procedure

All bookings should be done in writing and sent via email to the Company. Confirmation of receipt of the new request will be sent once the request has been received. Any special requests with regards to dietary, special events, mobility concerns, need of facilities ext should be advised up front so that the relevant arrangements can be made on behalf of the Traveler. All services will be confirmed in a 48 hour period during office after receipt of the request. In the unlikely event that services cannot be confirmed the Company will advise the booking agent accordingly.

5. Payment Policy

The Company will provide detailed invoices in the applicable currency that it is invoiced by suppliers (either ZAR or USD). Should the Agent prefer to pay an invoice in one currency only, a Rate of Exchange will be confirmed by Infinite Africa on request. All rates quoted and invoiced will be NETT and Non Commissionable.

Full prepayment will be required **60 days** prior to arrival. Deposits will only be required should travel fall over peak seasons (15 December till 15 January annually, Easter as well as long weekends in Southern Africa) and the supplier requires one to hold the booked services. This will be confirmed at time of booking.

Exception on the above payment due date will be made for all flight bookings which need to be paid on receipt of invoice. Flight fares and taxes are subject to change daily and can therefore only be confirmed once the tickets have been issued. Tickets will only be issued once full payment has been received for the flight invoice.

Full bank details for the Company will be provided on the relevant invoice.

6. Cancellation Policy

The following Cancellation fees will be applicable unless the booking falls over a peak season period (15 December till 15 January annually, Easter as well as long weekends in Southern Africa) in which case the relevant Cancellation Policy of the applicable service supplier will take preference.

6.1 For FIT bookings (10 travelers or less):

- 6.1.1 Road transfers, boat transfers & day-excursions: cancellation received by the company less than 72 hours prior to travel date 50%, less than 48 hours 100%
- 6.1.2 Air transfers: cancellation received by the company any time after tickets have been issued for the flights 100%
- 6.1.3 Multi-Day programs including at least one overnight: cancellation received by the company less than 45 days prior to travel date 25%, less than 31 days prior to travel date 50%, less than 21 days prior to travel 75%, less than 15 days prior to travel date 100%
- 6.1.4 Stand-alone hotel bookings: cancellation received by the company less than 45 days prior to travel date 25%, less than 31 days prior to travel date 50%, less than 21 days prior to travel 75%, less than 15 days prior to travel date 100%

6.2 For group bookings (more than 11 travelers):

- 6.2.1 Group movement including air transfers: cancellation received by the company any time after confirmation of service 100%
- 6.2.2 Group movement excluding air transfers: cancellation received by the company any time after confirmation of service 20%, cancellation received less than 31 days prior to travel date 50%, less than 22 days prior to travel date 75%, less than 15 days prior to travel date 100%

Confirmation of Acceptance of Terms & Conditions:

Company name:	_____	
Telephone number:	_____	Fax Number: _____
Website:	_____	VAT Number: _____
Postal Address:	_____	
	_____	Postal Code: _____
Authorized Person:	_____	
Designation:	_____	
Email address:	_____	Signature: _____

Kindly completed and return at your earliest convenience.