



# TOUR THROUGH AFRICA TERMS & CONDITIONS

## WEBSITE TERMS & CONDITIONS

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Package prices included on the [www.tourthroughafrica.com](http://www.tourthroughafrica.com) website are per person sharing and include discounts and are subject to availability and rate of exchange changes. The offers above are a guide only and may vary depending on the departure date. Visas may be necessary, and insurance is essential. Tour Through Africa and Tour Operator terms and conditions apply and may be found on our website.

*Offers can be removed at any time*

## TOUR THROUGH AFRICA QUOTE TERMS AND CONDITIONS:

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It is always best to book as early as possible as all prices quoted are subject to availability and rate of exchange at the time of booking.

All quoted prices for packages include Tour Through Africa's Standard Ticketing and Transaction fees as well as any administration fees. Please be aware that a consulting fee of R300 (including VAT) will be added to your confirmed booking. Please note: Cheque payments are not accepted.

**PASSPORTS** - Please ensure that you are in possession of a passport valid for a minimum of 6 months after your return date. Temporary passports are no longer issued by Home Affairs in South Africa. Please ask your consultant for more details.

**VISAS** - Please ensure all the necessary visa requirements have been met for all countries visited or transited during your travel. It is your (the traveller) responsibility to ensure you have all the necessary visas. Tour Through Africa does not take any form of responsibility in this regard.

**TRAVEL INSURANCE** - Travel Insurance is essential to protect you from cancellation, medical and personal expenses, or loss. We highly recommend purchasing insurance for all persons travelling.

TOUR THROUGH AFRICA BOOKING TERMS AND CONDITIONS are displayed in full further below and will be provided to you in full when your reservation is made. Tour Through Africa acts at all times as an agent, subagent or broker for various principals and other parties, inter alia; tour operators, shipping companies, car hire and touring firms, hotels and other providers of tours, transport, sea or land arrangements and other travel-related services. We act on behalf of these principals and are not responsible for acts of error or omission made by them or their agents.

**UNABRIDGED BIRTH CERTIFICATE** - New Immigration regulations came into effect 01 June 2015, one of which requires all children under 18 yrs. of age to travel with their



unabridged birth certificate or full birth certificate displaying both parent's names. Please ensure you have applied for these well before your intended holiday. Please request further information on these new regulations from your Tour Through Africa consultant or click on the below links:

For all applicable details on these regulations please refer to the Department of Home Affairs' official communication by clicking on and reading this document: ([attached document](#))

[Please click here to access the Home Affairs Parental Consent Affidavit](#) for parents not travelling with their children

## TOUR THROUGH AFRICA'S BOOKING TERMS AND CONDITIONS:

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### TOUR THROUGH AFRICA TERMS AND CONDITIONS

THANK YOU for placing your business with Tour Through Africa. The following TERMS AND CONDITIONS are very important and must be read prior to confirming your itinerary to ensure that we have met our undertaking to you. Please READ the below completely, initial each page and sign on the last page where required. Alternatively, your consultant may send your itinerary and confirmation to you by email for you to accept these Terms and Conditions electronically.

### CONDITIONS OF BUSINESS

Tour Through Africa acts at all times as an agent, sub-agent or broker for various principals and other 3rd party suppliers inter alia; tour operators, cruise companies, car hire and touring firms, hotels and other providers of tours, transport, sea or land arrangements and other travel-related services such as visas. We act on behalf of these principles and 3rd party suppliers and are not responsible for acts of error or omission made by them or their agents.

### COVID 19 PANDEMIC DISCLAIMER

The COVID-19 pandemic has presented many challenges in the travel industry with travel arrangements being inconvenienced or affected by airline cancellations and changes to their schedules, including but not limited to, restrictions placed on travel by the governments of many countries and adherence to specific country regulations.

**By signing these Terms and Conditions, you are accepting these conditions and release Tour Through Africa from any responsibility with regards to the below:**

**Health and Other Hazards:** You agree that it is your personal decision to travel, and you are doing so with the full knowledge of current travel recommendations and travel restrictions with regard to the risk associated with COVID-19. Tour Through Africa assumes no responsibility in this regard and shall not be liable for any unsafe conditions or health hazards including pandemics or other illnesses in any manner whatsoever. You must review the [latest health information provided by the World Health Organization](#) before embarking on your journey to ensure that you have all the specific information relating to your specific trip.



**Rules of Travel Suppliers and Governments:** Tour Through Africa shall not accept any responsibility for Covid-19-related requirements that are imposed by travel suppliers, airlines or governments, such as health affidavit forms, health screenings prior to departure or on arrival and/or Covid-19 tests. For the latest information, you are required to check with the airline you have booked with, as well as government websites of the countries you are travelling to and through. For specific information on the specific requirements on or at hotels, cruises, coach tours and other travel products and country-specific information, you are required to check the specific websites for information on their specific health protocols.

**Changes and/or cancellations of service:** Any bookings made for travel may still be affected by unexpected changes by the respective supplier and/or policies of the Governments of the countries in your journey. Tour Through Africa shall not be held liable for costs incurred, should that information requires changes to your booking.

**Refund fees:** Tour Through Africa will however assist you to the best of its ability with obtaining any refunds which may be due or rebooking trips using future credits where applicable, for which we will charge a service fee, however, Tour Through Africa will have no control in respect of the outcome and will be governed by the original Terms and Conditions, including any penalties (changes or cancellation) imposed by the respective suppliers utilized in your booking.

**Financial Conditions of Travel Suppliers:** Tour Through Africa acts at all times as an agent, sub-agent or broker for various principals and other 3rd party suppliers inter alia; tour operators, airlines, cruise companies, car hire and touring firms, hotels and other providers of tours, transport, sea or land arrangements and other travel-related services such as visas. Tour Through Africa has no special knowledge of every supplier's individual financial situation and cannot accept any liability for a supplier which may in future default, or for recommending future travel credits with suppliers which may go out of business by the time the client wishes to use the credits.

**Travel Insurance:** For your protection, Tour Through Africa strongly recommends that you purchase adequate travel insurance to cover you and your group in the event of cancellation under all these circumstances and for any medical expenses. **Please note** that not all Travel insurance policies protect against cancellation due to pandemics and/or supplier defaults so you must read the policy wording and levels of cover offered very carefully before selecting your policy. We would recommend that you consider also purchasing an optional "Voluntary Cancellation Cover" which is usually an additional cost on top of your Travel Insurance policy premium. Please ask your consultant for information on this additional level of insurance cover.

**RELEASE: You hereby expressly assume all of the risks and dangers covered in paragraphs above, and you hereby expressly agree to release, discharge and hold us, employees, officers, directors, associates, and affiliated companies, harmless against any and all liability, actions, causes of actions, suits, claims and demands of any and every kind and nature whatsoever which you now have or which may hereafter arise out of or in connection with these risks and dangers.**

#### **CONFIRMATION OF YOUR BOOKING**

The Tour Through Africa Itinerary is your written confirmation of your booking. Please make sure you read and understand the itinerary and ask a consultant to explain it to you if you are unsure of anything.



### **SERVICE CHARGES**

Tour Through Africa reserves the right to implement Service Charges for the services provided to facilitate your booking and these are included in the prices quoted to you prior to booking or at the time of making any changes. Service Charges may include but are not limited to booking, ticketing, documentation, amendments, cancellation, communications, consultation, and administration fees. **All service charges are non-refundable in the event of cancellation of your trip for any reason.**

### **CHECK THAT THE NAMES ARE AS PER PASSPORTS OR ID BOOKS**

Are the names on your Travel Itinerary spelt the same as those on your passports? Once your tickets are issued, name changes are not allowed so please check this prior to paying for your booking.

### **DEPOSITS**

All bookings must be accompanied by the required 30% non-refundable deposit or full payment, depending on the tour operator or 3rd party supplier used in order to confirm a booking. All deposits are non-refundable. Tour Through Africa reserves the right to cancel a booking should the required deposit not be received. Payment of a deposit does not guarantee the price quoted - this may be affected by the rate of exchange fluctuations and other factors beyond Tour Through Africa's control.

### **PAYMENT OF YOUR BOOKING**

Full payment is required at least 3 months prior to departure OR at the time of booking whichever is earliest and depending on the requirements of the 3rd party suppliers utilised. Please reconfirm your outstanding balance before you make payment as prices may have fluctuated with the rate of exchange.

#### ***Tour Through Africa accepts payment via the following methods:***

- Cash
- EFT (electronic funds transfer) or Direct Deposits into one of the bank accounts listed below
- 3D Secure Online credit card payment (Please ensure your credit card is set up for 3D Secure transactions)
- Please use your reference number when making payment.

#### **Tour Through Africa banking details:**

##### **ZAR – South African Rand Account**

FNB

Branch Code: 250655

Account No.: 62887825564

Account Name: TOUR THROUGH AFRICA

SWIFT: FIRNZAJJ

##### **USD – US Dollar Account**

FNB

Branch Code: 254655

Account No.: 62853007203



Account Name: TOUR THROUGH AFRICA  
SWIFT: FIRZAJJXXX

**Tour Through Africa will never send you bank details on a separate document other than our quotes and invoices. Should you be concerned these details have been tampered with kindly confirm this information by calling Tour Through Africa +27 87 057 4502.**

Bank transfers can take up to 48 hours to reflect. Bookings cannot be processed until the funds have cleared in our account.

**Please use your reference number when making payment.**

### **CANCELLATION AND AMENDMENTS**

Both Tour Through Africa and the 3rd party suppliers charge cancellation fees. Please ask your travel consultant to explain the fees relating to your booking. Please ensure you have received a copy of the 3rd party supplier's Terms and Conditions. Tour Through Africa's Service charges are always non-refundable in the event of cancellation for any reason.

#### **Note:**

Should you miss your flight or NO SHOW, your tour may be non-refundable if not cancelled or changed before departure.

### **TRAVEL INSURANCE**

Travel Insurance is essential to protect you when you travel. Have you been offered, or asked us for Travel Insurance? Cover yourself against cancellation, medical, baggage and personal expenses plus more.

### **CHECK ALL YOUR DOCUMENTATION**

When you receive your travel documents, please check that they match what is on your Tour Through Africa Itinerary. Please contact your travel consultant before you depart if there are any discrepancies.

### **EMERGENCY CONTACT**

In case of an afterhours emergency, please contact your travel designer.

### **HOTEL SECURITY DEPOSIT**

Most hotels globally require a security deposit at time of check in. This is a deposit for incidentals incurred by guests and is usually taken as a pre-authorisation off your credit card. If no incidental charges are incurred, the hotel will release the pre-authorised amount. If you require further information, please ask your travel consultant or the hotel directly.

### **LOCAL CITY TAX**

Some countries may charge a city tax which is only payable, in cash, on arrival at your hotel and is therefore not payable prior to departure. Amounts vary from one city to another so please make enquiries on arrival at your destination.

### **DRIVERS LICENSE/CAR HIRE**

We recommend that you always travel overseas with an International Driver's License obtainable from your local Automobile Association (AA)



- Minimum age for car hire is 21 years old, sometimes older, depending on the country you will be driving in.
- **The driver of the vehicle must hold a valid credit card in their name** to produce on collection of the vehicle as you will be asked to pay a deposit on the vehicle over and above the car hire charge.
- Please specify at the time of booking if you require a baby/child seat for the rental vehicle which we can request at an additional charge. Car seats are compulsory for all children under the age of 3 years in South Africa and may be mandatory in other countries so you will need to pre-book it if not taking your own.

## PASSPORTS

- Please ensure your passport is valid for at least 6 months AFTER you return from your trip.
- Please ensure you have 2 - 3 consecutive blank pages in your passport when you travel.
- Dual Citizenship passport holders must carry both passports when travelling abroad.

## VISAS

- Please ensure all the necessary visa requirements have been met for all countries you are travelling to OR through.
- Please ensure you allow enough time for all visa applications as the processing time varies according to each embassy.
- The issuance of a visa does not guarantee entry into that country.
- Your Tour Through Africa consultant will advise you of Visa Suppliers who may be used to assist with your visa application/s at an additional fee.
- All visa applications processed through a Visa Supplier must be prepaid, prior to submission, based on a quoted price. This price may change depending on the full and final cost charged by the embassy at the time of submission. Any additional amounts will need to be settled prior to passports being handed over.
- Some countries require you to apply in person for their visa and therefore you may not be able to utilise a Visa supplier for those applications.



## PROTECTION OF PERSONAL INFORMATION ACT ('POPI')

1. Operator means an operator as defined in the Protection of Personal Information Act, 4 of 2013;
2. Personal Information means personal information as defined in the Protection of Personal Information Act, 4 of 2013;
3. Protection of Personal Information
  - a. You hereby authorise Tour Through Africa, to collect your Personal Information as it is relevant to this Agreement and/or service which we are providing for you or is deemed to be relevant for the provision of such service.
  - b. Tour Through Africa is committed to the adherence to national legislation and regulations pertaining to the safeguarding of data privacy.
  - c. Tour Through Africa shall use information previously provided by you to perform our services and to amongst other things, process invoices, credit notes, statements and any other document related to the services.
4. You confirm that we may share your personal information with the following persons, who have an obligation to keep the personal information secure and confidential:
  - a. Employees of Tour Through Africa who are required to be informed of the personal information in order to attend to the services supplied and;
  - b. All third parties who may assist us in supplying the services.
5. We undertake not to disclose your personal information unless it is legally or contractually required to do so.
6. We agree to use all reasonable efforts to ensure your personal information in our possession is kept confidential, stored in a secure manner and processed in terms of POPI.
7. You hereby acknowledge and warrant that:
  - a. Tour Through Africa is entitled to process and store any such Personal Information in the manner set out in Tour Through Africa's Privacy Policy, available on the website [www.tourthroughafrica.com](http://www.tourthroughafrica.com)
  - b. Tour Through Africa is entitled and authorised by you to transfer any Personal Information to any of its Operators; and
  - c. Tour Through Africa is entitled to store and back up your Personal Information on its servers.
8. You confirm that you have read and agree to Tour Through Africa's Privacy Policy and hereby provide your consent to Tour Through Africa to process your personal information and acknowledge that you understand the purpose for which it is required and for which it will be used.