

Terms and Conditions to be read and understood before you pay for your travel.

Flight Centre (South Africa) (Pty) Ltd (Reg Number 1994/000253/07) trading as Cruiseabout is a travel agency, our purpose 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.

Please read the below terms and conditions carefully. You must not make any booking unless you understand and agree with the following:

1. How long is a quote valid?

Cruiseabout cannot guarantee any price or fare quoted for any length of time. Packages, seats and booking classes can sell out and prices increase. Price may also vary due to amongst others availability, rates of exchange and taxes. To secure your quoted price, payment in full is required. A non refundable deposit of R250 per person is required for a flight itinerary which will be used towards your flight when full payment is made. Cruiseabout charges a fair and reasonable service fee to book travel on your behalf.

2. What payment options do I have?

- By cash: **Always insist on a Receipt.**
- By credit card and debit cards in store
- By online payment link (electronic customer acceptance). Secure on line payment by credit card whereby Terms & Conditions and booking details can be accepted.
- By electronic transfer: Please ask your travel consultant for bank details and notify your consultant once the EFT has been done. **Your travel documents cannot be released until the transfer reflects in our bank account.**
- The cost of your product or service could increase due to demand, supplier rulings and exchange rate increases in the time it takes for your transfer to reflect. All increases will need to be paid by you. Similarly the product might not be available to be booked in the time it takes for your transfer to reflect, your money will be refunded in this instance.

3. Cancellations or changes

Cancellation penalties will be payable, depending on amongst others when you cancel, the suppliers cancellation policy and the fare rules. These cancellation fees can be as much as 100%. The third party supplier as rule charges a fee for changing or cancelling your booking. Cruiseabout will charge a service fee. All changes must be agreed to in writing by yourself, all fees relating to the change will be payable by you.

4. Refunds

Refunds processed by the airlines can take up to 12 weeks.

Certain refunds can be processed by Cruiseabout in 24 hours. A 24 hour refund is not possible on a ticket that is submitted with supporting documentation or where the cancellation fees are being queried due to but not limited to death or medical reasons, duplicate or new tickets being purchased. 24 hour refunds do not apply to tickets that have been taken over by the airline due to amongst others upgrades, downgrades, schedule changes, reissued tickets and expired tickets.

5. Who is responsible for my travel booking?

Your travel is booked through amongst others suppliers and tour operators of air transport, land accommodation, adventure tours, insurers, visa suppliers, forex suppliers and car rental companies. Third party suppliers are the providers of your travel and have their own terms and conditions. Please ask your consultant for a copy of the third party terms and conditions. Cruise About acts as an agent in the booking of your travel products. We cannot be held responsible for the acts, omissions, negligence or gross negligence of any third party suppliers. We will endeavour to assist our clients at all times, please contact us on the emergency numbers provided.

Suppliers and Cruiseabout cannot be held responsible for cancellation or postponement of travel because of factors outside of their control. These factors are amongst others acts of God, weather, mechanical failure, riots, financial failures, strikes, political uprising and other possibilities.

6. Travel insurance

Travel insurance is highly recommended for all travel and should be purchased at the time of initial payment or at the time of a deposit being paid. Travel insurance is recommended especially for international travel as international operators, suppliers and but not limited to cruise companies are not bound by South African Consumer law. The free insurance offered by credit card companies is not a comprehensive medical and cancellation insurance. If you have any queries or need to lodge a claim, contact the insurer directly.

7. Before traveling

Check your departure, return and connecting flights with the airline at least 24 hours before your departure. Schedule changes by airlines are outside of Cruiseabout's control and you fully indemnify Cruiseabout against any inconvenience, damages or loss suffered as a result thereof. **It is the responsibility of the traveler to ensure the correct personal information as well as dates and times of travel are provided.**

Passports: Passports are required for all passengers including infants for international travel. **Your passport MUST BE VALID FOR AT LEAST 6 MONTHS AFTER YOUR DATE OF RETURN.** You will not be allowed into a country if your passport expires before the 6 month period.

Initial: ____

Your **travel documents have to be in the name appearing on your passport**. If any traveler's passport has not been issued by the Department of Home Affairs at the date of completing the booking form you hereby indemnify Cruiseabout against any errors that might occur and cost relating thereto.

Travelling with children (anyone under 18): ALL CHILDREN REQUIRE UNABRIDGED BIRTH CERTIFICATES TO TRAVEL INTERNATIONALLY FROM 1 JUNE 2015. If travelling with one parent, consent in the form of an affidavit of the other parent is required as well as the unabridged birth certificate. If travelling with no parents, consent in the form of an affidavit is required from both parents as well as the unabridged birth certificate. Ages of children and infants travelling must relate to the date of travel. Unabridged birth certificates are required for some visa applications.

South African permanent residents: Traveling on a foreign passport, you must make sure you have the right documentation from home affairs to travel. You are required to let your consultant know which passport you will be traveling on.

Dual passport: Should you be a dual passport holder, ensure you travel with both valid passports. **Identity documents for domestic travel:** All travel documents must be in the name which appears on your identity documents and identification is required for infants.

Drivers Licence & Car Hire: Always take your South African drivers licence along with your international drivers licence when renting vehicles overseas. The driver of the vehicle must have a valid credit card when collecting the vehicle.

Visas: South African passport holders need visas for most destinations including but not limited to the UK, USA, Europe, Canada and Australia. A Schengen visa is required when transiting two European countries. **It is the clients responsibility to check visa requirements with the consulate or embassy of each country being visited including stopovers/ports and transits.** Check all border crossings, especially if you are on a cruise, if you cross any ocean border, you may need a visa according to the maritime law of the country concerned. If visa suppliers do not supply the correct advice, any claims must be made directly to the visa company. If your entry into any country is denied, this can be amongst other a customs, internal security or home affairs issue and outside of Cruiseabout and the visa supplier's control. Cruiseabout cannot be held liable for any claims resulting from a country refusing your entry and can also not be held liable for incorrect advice given by visa companies, embassies or consulates. Cruiseabout cannot be held liable for any claims related to **working visas**.

Vaccinations: Check with your travel doctor or the relevant embassy which vaccinations are required by the country you are visiting and the country that you are returning to.

Meal and seating requests: Specific meals and seats can be requested; this is however never guaranteed and is merely a request. Cruiseabout cannot be held liable for incorrect meals or seat allocations. Seat allocation is always at the airlines discretion.

Baggage: Refer to the carrier's website for up to date baggage allowances for all your flights. Baggage will be charged for at check in with certain internal flights in destinations such as but not limited to the UK, USA, Europe, Australia and New Zealand. Baggage charges imposed at the airport is the responsibility of the customer.

8. Complaints

If you are not entirely happy with the services offered by Cruiseabout or any of the services provided to you by any hotel, ground handler, tour operator or airline, please address your complaint in writing to our Customer Care Department at customercare@cruiseabout.co.za. Inform us immediately and not more than 4 weeks after your trip, this will enable us to resolve the problem for you. If you do not give us the opportunity to resolve a problem within 4 weeks your right to compensation may be reduced or evoked.

My decision to make travel arrangements through Cruiseabout is not based solely on the advice given by Cruiseabout and I hereby confirm that the travel arrangements were not made under duress. I am 18 years of age or older and I have the legal capacity to enter into this agreement.

I agree to be bound by the above conditions including the terms and conditions of our suppliers as well as the invoice and flight itinerary.

Date: _____

Name: _____

Signature: _____