

## TERMS AND CONDITIONS OF BOOKING

### Terms and conditions of payment :

25% deposit payment within 10 days of booking confirmation

50% 2nd deposit payment due 120 days prior to arrival

25% balance payment due 60 days prior to arrival

### Booking processing

Booking processing will not begin until we receive a signed proposal confirming the booking and full payment of deposit or balance as per above

### Refunds Policy

Should you for any reason wish to cancel your travel plans, part of the travel packaged agreed to or in full, you will be liable as per specific cancellation policy in each specific case. You must advise us in writing of your cancellation and any such cancellation must be signed by the person who made the original booking. The refund of cancelled services will be in line with the following cancellation policy set here under:

### Cancellation policy:

Cancellation or reduction in rooms	Resulting penalty
After confirmation	10% of cost
< 120 days prior to arrival	30% of cost
< 91 days prior to arrival	48% of cost
<61 days prior to arrival	85% of cost
< 30 days prior to arrival	94% of tour cost

Change of names is permitted subject to reissue penalties for airline tickets

\* No shows for all or part of services under this contract will be treated as cancellation resulting in 100% cancellation fee of total tour cost

Notwithstanding the above, the following terms will apply:

- In event of cancellation, Salute Africa will undertake to renegotiate the refund policy with the relevant suppliers on the behalf of the client and should such negotiation prove to be successful, further refunds will be made to the client.
- Should booking form part of a group booking (15 pax or more) and the number of participants in that specific group fall under the Minimum requirement as based on number of participants used for the purposes of the accepted quote, per person cost will need to be recalculated based on the new number of participants and each participant will be liable for the additional costs without exception.
- In the event where services are not performed to clients full satisfaction, the client or card holder shall contact Salute Africa with their grievances in writing within 24 hours of the resulting dissatisfaction. The grievance must be reported to **Support Team +27836040556 or email [gk@saluteafrica.co.za](mailto:gk@saluteafrica.co.za)**. No other actions are appropriate from the client / card holder.

In event of dissatisfaction, Salute Africa will do all possible to solve the issue immediately, or negotiate with the supplier for an appropriate compensation or refund. The approved compensation will then be passé don to the client.

### Payment Options and Pricing

Travel League Inbound CC/LLC, trading as Salute Africa, endeavours to offer you competitive prices on current products;

**Wire or deposit transactions** will be processed in American Dollar (US\$)

#### Credit Cards



We accept MasterCard, Amex and Visa credit cards. Payments by credit cards are charged either in US\$ or in South African Rands (ZAR), depending on the gateway used or available at the time of payment. Where the cards are charged in South African Rands (ZAR), it is done based on a prevailing US\$ - ZAR exchange rate as published by any of the major South African Banks on the day of credit card being charged.

Travel League Inbound CC/LLC, trading as Salute Africa has no control over the exchange rate used by the card holders bank on the date of transaction authorisation or settlement and any exchange rate differences which may occur shall be borne by the card holder and not Travel League Inbound CC/LLC, dba Salute Africa

In cases where the booking was discussed and booked with Travel League Inbound CC/LLC, trading as Salute Africa by my nominated agent who acted on card holder's/travellers behalf with full authority from card holder and is deemed to have been agreed to by the card holder.

The card holder is deemed to have made himself aware of the services included under the proposal referenced on the signed booking form and paid for in this transaction. Should the card holder be unsure of the services included in the package, it is the sole responsibility of the card holder to contact Salute Africa for clarification, on the following contact details: Email: [gk@saluteafrica.co.za](mailto:gk@saluteafrica.co.za).

The card holder is deemed to have made himself aware of any additions to the booked and confirmed package referred to on the signed booking form and is deemed to have agreed to them prior to payment being processed

Where total booking cost is paid in parts or by numerous card holders or payments or both, the terms and conditions and acceptance thereof are deemed to apply to all payments as one in the same and will be deemed to be treated as a settlement of debt incurred for tour package booked

**For more information about how to book, all booking requirements and other payment options, please contact our Support Team +27117836440 or email [gk@saluteafrica.co.za](mailto:gk@saluteafrica.co.za).**

## Security Policy

1. The Merchant does not have access to and does not receive or stores any client card details. This applies to any contents of the payment card magnetic stripe (track data) on any media whatsoever; the CVV/CVC (the 3 or 4 digit number on the signature panel on the reverse of the payment card) on any media whatsoever and the PIN or the encrypted PIN Block under any circumstance.
2. Travel League Inbound CC/LLC, dba Salute Africa will never, and under no circumstances would ever request any card data physically or electronically from the client and or his agent.
3. It is Travel League Inbound CC/LLC, dba Salute Africa policy to never receive any card holder data (PAN, track data, etc.) over the internet via email, instant chat or any other end user technologies, be it with a strong encryption mechanism (i.e. – AES or PGP encryption, IPSEC, etc.) or not.
4. Secure Payment gateways are used to process credit card transactions. All credit card transactions are SSL encrypted. The company providing the gateways, registration documents and the site's registered domain name are checked and verified regularly, ensuring the cardholder and merchant that nobody can impersonate the gateway to obtain confidential information.
5. The Converge online terminal and payment system (the "Payment System"), owned and operated by Elavon, Inc. ("Elavon"), is committed to providing secure online services. All encryption complies with international standards. Encryption is used to protect the transmission of personal information when completing online transactions. The Converge online terminal and payment system (the "Payment System"), owned and operated by Elavon, Inc. ("Elavon"), Internet servers are protected by firewalls and intrusion detection systems.
6. Travel League Inbound CC/LLC, dba Salute Africa, who is the Merchant, does not have access to credit details.
7. The Converge online terminal and payment system (the "Payment System"), owned and operated by Elavon, Inc. ("Elavon"), continually reviews and enhances its security in line with technological changes.

## Force Majeur Circumstances

The force-majeure shall be circumstances which arose after agreement on the proposed services for Tourist, as a result of the extraordinary events, which the party could not foresee or prevent by reasonable and generally accepted measures (eg: natural disasters, war conflict, embargo, strikes, acts of any governmental authorities, default of suppliers, service providers and/or airlines etc).

Under force-majeure circumstances, the period of performing obligations shall be extended for the period of the duration of such force-majeure circumstances. Further more, should the force-majeure circumstances create a need to alter the agreed upon services, accommodation or order thereof, The Firm shall do so in order to fulfil its obligations to the Agent.

The party failing to perform the obligations under the agreed itinerary, as a result of force-majeure circumstances, shall immediately inform the other party on beginning and cessation such circumstances and the proposed solution.

Valid documents, issued by the competent authorities of the corresponding country can be requested and shall be regarded as a proof of the above circumstances and their existence and duration.

Additional costs incurred under a force-majeure event are specifically and always for the account the Agent or of any individual tourist (depending on circumstances).

Medical condition of any individual tourist may not be regarded as a force-majeure.

## Law

The Conditions will be exclusively governed by and construed in accordance with the laws South Africa whose Courts will have exclusive jurisdiction in any dispute, save that we have the right, at our sole discretion, to commence and pursue proceedings in alternative jurisdictions.

**Consent:** I understand the terms and conditions set herein and hereby accept these

## CLIENT BOOKING FORM

### OFFER FOR CLIENT:

Booking terms & conditions have been read and accepted:

Client/CARD HOLDER: (PRINT NAME): \_\_\_\_\_

Client /CARD HOLDER Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

**\*\*Electronic signatures not accepted\*\***

Agent: (PRINT NAME): \_\_\_\_\_

Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_

Agency Tel No.: \_\_\_\_\_

Agency EIN No.: \_\_\_\_\_

Agent Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

**\*\*Electronic signatures not accepted\*\***

Please proceed to the next page

## CLIENT BOOKING FORM continued

### **Special requests :**

*Please take the time to answer the following questions to enable us make your experience even more spectacular*

Bed configuration preference \_\_\_\_\_

*(1 King size bed or 2 separate beds)*

Seat in aircraft preference \_\_\_\_\_

*(please specify for all passengers covered under this booking form)*

Mobility issues \_\_\_\_\_

*(please let us know if you struggle with stairs, walking, have any walking aids or anything else we should be aware of )*

Dietary requirements \_\_\_\_\_

*(allergies and preferences )*

Special occasions celebrating during the trip \_\_\_\_\_

Any health issues we should be aware of \_\_\_\_\_

Any devices in need of uninterrupted power supply used \_\_\_\_\_

*(sleep apnoea machines, insulin disbursement and so on )*

Travel insurance details: \_\_\_\_\_

*(Salute Africa is an approved supplier through Allianz and Travel Insured Internati. Information required for information purposes, however travel insurance is strongly recommended )*