



# FLIGHT CENTRE® *Unbeatable*

## 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 Flight Centre is a travel agency, our job is to arrange travel at your request. The delivery of travel arrangements is through third party suppliers being but not limited to airlines, hotels, cruising, companies, visa suppliers, transfer companies, tour operators 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 terms and conditions.**

### 1. How long is a quote valid?

Flight Centre cannot guarantee a price quoted for any length of time. Packages and seats can sell out and prices increase. To secure your quoted price, payment in full is required. Another option is to ask your consultant if it is possible to hold your booking. A non-refundable deposit of R250 per traveller is needed, the booking can only be held for a set period of time, ask your consultant for details.

### 2. What payment options do I have?

- By cash: **Always** insist on a **Flight Centre Receipt**.
- By credit card and debit cards.
- By cheque: Bank guaranteed cheques are accepted, but travel documents will only be released **when the funds reflect in Flight Centre's bank account**. Flight Centre cannot accept cheques as payment **if the date of travel is less than 14 days away**.
- By electronic transfer: **Proof of the electronic transfer must be sent to your travel consultant by fax**. Please ask your travel consultant for bank details and the fax number. **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 and supplier rulings and exchange rate increases in the time it takes for your transfer or cheque to clear. 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 deposit or cheque to clear, your monies will be refunded in this instant.

### 3. What if I need to cancel my booking?

**Cancellation penalties will be payable, depending on when you cancel, these cancellation fees can be as much as 100%**. Please ask your travel agent if you are able to get a refund and fill in a refund form. Flight Centre will charge an administration fee for processing the cancellation of your booking. Refunds by airlines will take a minimum of 12 weeks. If you do not make your flight, you will be marked as a no-show and will lose your flight.

### 4. Can I change my booking?

Whether you can or cannot change your booking will depend on the rules of your ticket or the rules of the third party supplier supplying your product. Please check with your travel agent about any penalties you might have to pay to change your booking, or whether you will be able to change your booking at all. **The third party supplier as a rule charges a fee for changing your booking, Flight Centre will charge an administration fee. All changes must be agreed to in writing and/or signed by yourself, all fees relating to the change will be payable by you.**

### 5. Who is responsible for my travel booking?

Your travel is booked through suppliers and tour operators of air transport, land accommodation, adventure tours, insurers, visa suppliers, forex suppliers and car rental companies amongst others. Third party suppliers are the providers of your travel and have their own terms and conditions. Your contract for the travel service is with third party suppliers. Please ask your consultant for a copy of the third party terms and conditions. Flight Centre only assist you in the booking of travel products. We cannot be held responsible for the acts or lack of action of the third party suppliers over which we have no control. We will endeavour to assist our clients at all times, please contact us on the emergency numbers provided.

**Suppliers and Flight Centre cannot be held responsible for cancellation or postponement of travel because of factors outside of their control.** These factors are acts of God, weather, mechanical failure, riots, strikes, political uprising etc. We will assist you if you contact your consultant on the emergency numbers provided.

## 6. Do I need travel insurance?

Travel insurance is **strongly recommended for overseas travel and adventure safaris**. The majority of airlines and tour operators have extremely high cancellation fees/ date change penalties and the free insurance offered by credit card companies is not a comprehensive medical and cancellation insurance. Travel insurance should be purchased when the final payment is made. Copies of travel insurance policies are available from Flight Centre. Ask your consultant for a copy. **If you have any queries or need to lodge a claim, contact the insurer directly.**

## 7. What must I check before travelling?

Check your connecting flights with the airline at least 72 hours before you leave.

**Passports (International travel): your passport MUST BE VALID FOR AT LEAST 6 MONTHS AFTER YOUR DATE OF RETURN on any trip. You will not be allowed into a country if your passport expires before the 6 month period.** If you are a South African permanent resident travelling on a foreign passport, you must make sure you have the right documentation from home affairs to travel. Your travel documents have to be in the name appearing on your passport. You are required to let your consultant know which passport you will be traveling on. Married women: Passport detail must be the same as in Home Affairs records.

**Identity documents: all travel documents must be in the name which appears on your identity documents.**

**Drivers Licence:** Always take your South African drivers licence along with your international drivers licence when renting vehicles overseas.

**Visas: South Africans often need a visa to travel. Check all border crossings, especially if you are on a cruise. If you CROSS ANY OCEAN BORDER, you may need a visa according the maritime law of the country concerned.** If you need any information regarding visa's please let us know. We can obtain such information from an external visa advisory service provider on your behalf. If visa suppliers do not supply the correct advice, any claims must be made to the visa company. **If your entry into any country is denied, this may be a customs, internal security or home affairs issue and outside of Flight Centre and the visa suppliers control.** Flight Centre cannot be held liable for any claims resulting from a country refusing your entry. Flight Centre also cannot be held liable for incorrect advice given by visa companies or embassies. For guidelines on visa requirements by the country you are visiting, see [www.dfa.gov.za/consular/travel\\_advice.htm](http://www.dfa.gov.za/consular/travel_advice.htm) (visa requirements). Allow a reasonable time for visa applications.

**Vaccinations:** check with your travel doctor which vaccinations are required by the country you are visiting or visit [www.meditravel.co.za](http://www.meditravel.co.za), also check on the website whether you may leave the airport at stopovers in countries on your way to your final destination, they may be in quarantine.

**Foreign currency:** Flight Centre can assist you with foreign currency or traveller cheques. Ensure you have enough time to collect the currency before your departure. Foreign currency is provided by third party suppliers, whose performance is outside of the control of Flight Centre.

**Itineraries:** Check your **departure times on itineraries, check to see that your travel documents tie up with the itinerary, know your travel plan.**

**Travel advice:** for current issues which might affect you or other advice visit [www.dfa.gov.za/consular/travel\\_advice.htm](http://www.dfa.gov.za/consular/travel_advice.htm)

**Health and medical requirements:** it is a requirement from some cruise suppliers that you are physically fit to travel and that you will obey the rules and regulations of the ship and orders and instructions from the ship's officers and medical staff. Cruise liners reserve their rights to require guests to disembark or to refuse to board a guest who in the judgement of the ship's Master or Medical Officer, is unfit to travel or may require care that is beyond the care which the ship is able to give. **Pregnant women who have entered their twenty-fourth week of pregnancy will not be allowed to board Cruise liners.**

**Special requirements:** Please liaise with your consultant regarding any special requirements you may have for your travel arrangements such as special meal and seating requests. We will forward these requests but it is the responsibility of the supplier to honour your requests.

**Frequent Flyer:** Please advise your consultant of your frequent flyer membership detail for inclusion in your booking. Please check your frequent flyer programme for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking.

## 8. Compliments and Complaints

If you do have a complaint or experience difficulties, you will need to bring this to attention of your travel consultant as soon as possible and Flight Centre will help you as far as possible. Any travel booked is considered to be with your approval and consent to the conditions attached. Any claim that you have on delivery of service must be taken up with the third party supplier. We would like to hear about your in-store experience, contact us on <http://www.flightcentre.co.za/info/contactus/customerfeedback/>

## 9. Where do I lodge claims?

**Any claims must be made directly with the supplier of the product. Claims against Flight Centre must be directed to the store manager immediately and not more than 4 weeks after your trip.**

**Stolen luggage must be reported to the airline within 24 hours.**

Flight Centre is not responsible for death, personal injury, any damages or losses occurring through the provision or omission of a service or product from a third party supplier. Flight Centre cannot guarantee the safety standards or satisfactory performance of any supplier.

English is my first language: YES  NO

What is my preferred language?

\_\_\_\_\_  
I am happy with the travel arrangements made and my decision is not based solely on the advice given by Flight Centre.  
I am 18 years of age or older.

Signed

\_\_\_\_\_  
Client

\_\_\_\_\_  
Consultant