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## **STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL TOURS AND BOOKINGS**

### **IMPORTANT**

When you make a booking, you enter into a legally binding contract to acquire the relevant travel or travel related products and/or services and advice from Halal Tourism South Africa and its third party suppliers, which contract comprises the Halal Tourism South Africa booking confirmation or quote, your itinerary prepared and provided by Halal Tourism South Africa, the Halal Tourism South Africa terms and conditions and the terms and conditions of the relevant third party suppliers.

It is your responsibility to ensure that all of the details on your travel documents are correct and to bring to our attention any errors or discrepancies before 6pm on the same business day or the document will be deemed correct. The names in your travel documents must be exactly the same as they appear in the traveller's valid passport.

### **PASSPORTS**

Please ensure that your passport does not expire within 6 months from the date on which you are travelling. You must have at least 3 blank pages in your passport next to each other. Temporary passports are not allowed.

### **VISAS**

Please note that issuing of the visas is solely at the discretion of the Embassy. Any costs incurred due to the embassy refusing to issue a visa will be for the traveller's own expense. Halal Tourism South Africa will not be held liable for the non-issuing on visas.

### **TRAVEL INSURANCE**

We strongly advise passengers to take out insurance covering cancellation, medical expenses, loss of baggage, curtailment and default at the time of booking. Your dedicated consultant can assist you with a quote.

### **LUGGAGE**

You are allowed check-in luggage according to the rules of each airline. Halal Tourism South Africa and our travel agent partners will not be responsible for any luggage lost or delayed by the airlines. Delayed baggage will be transferred to you at your own expense. Any charges relating to excess baggage will be for your account.

## **TIPS**

Please budget about \$5 per person per day for tips to drivers and tour guides. Groups from other countries tip a lot more and so drivers and guides expect the same from us.

## **MEDICATION**

Do carry some simple medication like Panado, Immodium, Flutex, etc.

## **HOTEL CHECK IN / OUT**

Check in / check out times will be 2pm/12pm. Late check out may be charged by hotels and will be for your account.

## **CURRENCY**

We do NOT advise to take travellers cheques. Carry only cash in US dollars/Euro, or Rands. You may also use your debit or credit card. Remember to contact your bank to "open" your card for use in Turkey and UAE before departure.

## **CHILD TRAVELLING**

Children under 18 years require an unabridged birth certificate when travelling abroad. If travelling with one parent or relative they will require consent letters, please ask your consultant for more details.

## **CHANGES**

If a significant change is required to be made by Halal Tourism South Africa to your booking, we will inform you as soon as possible. These may include (but are not limited to) the following changes: a change of accommodation, a change of departure airport, a change of supplier, a change in time of your departure or return flight. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us.

## **CANCELLATIONS**

### **Air tickets**

Cancellation fees apply once air tickets are issued. The cancellation fees range between 10% up to 100% plus VAT of the total airfare paid, dependant on the class of travel and the airline concerned. During peak periods - once issued, tickets cannot be changed and are non-refundable. Airlines are non-negotiable to changes post ticket issuance. Passengers are reminded that they are responsible for reconfirmation of flights and flight times at least 72 hours prior to departure to ensure the airline has had no schedule or time changes. Failure to reconfirm flights with the airline concerned could lead to the cancellation of the flight reservation. The Company is not responsible for the overbooking by airlines resulting in passengers being denied boarding. Providing passengers adhere to check in time, it is the airlines responsibility to reroute or rebook flights.

## **Land Arrangements (hotels, tours, transfers)**

All deposits are non-refundable/non-transferable. In the event of a cancellation, the following cancellation fees will be imposed:

### Travel during Peak Periods - Easter & Festive season

Passengers who cancel at any time prior to departure will forfeit 100% of the total tour cost.

### Travel Outside of Peak Periods

- Passengers who cancel at any time prior to departure will forfeit their deposit.
- Passengers cancelling within 4 to 8 weeks of the departure date will forfeit their deposit plus an additional 40% of the total tour cost
- Passengers cancelling within 2 to 4 weeks of the departure date will forfeit their deposit plus an additional 50% of the total tour cost
- Passengers cancelling within 2 weeks of the departure date will forfeit 100% of the total tour cost.

## **Reservations and payment**

Upon confirmation the following payments are due

- A non-refundable deposit (as agreed upon) of the total price invoiced is payable at the time of making your reservation. The total cost of air tickets and airport taxes must be paid by the due date as stipulated by the airline concerned.
- The balance of payment is payable not less than 1 month prior to departure (depending on destinations).
- The Company reserves the right to cancel any reservations for which the total amount due has not been received by the due date, in which event the deposit paid will be forfeited to the Company. Reservations will only be considered firm bookings when the deposit has been received by the Company. The Company guarantees the price of land arrangements once full payment is received, except where subsequent increases are beyond our control - these include but are not limited to change to government taxes and currency fluctuations.

## **Amendments to Airline Tickets**

Once tickets have been issued; a cancellation fee will be levied by the airline in question (this fee varies from airline to airline and can range from 10% up to 100% of the fare paid plus VAT) should any changes be requested. Such changes specifically include, but are not necessarily limited to, any changes which are required to be effected due to the incorrect spelling of a passenger's name, change to travel dates or routing. In some cases, once issued, any changes will result in a 100% cancellation fee. Airlines are non-negotiable to changes post ticket issuance.

## **RESPONSIBILITY AND LIABILITY**

Halal Tourism South Africa cannot be held responsible for any charges that appear on a passenger's credit card, nor accept the responsibility of having any of these charges reversed or corrected upon the passenger's return to South Africa.

Halal Tourism South Africa shall not be liable for any injury, death, loss, damage, accident, delay or inconvenience, howsoever caused, during any journey, tour, residence or other facility arranged or booked by the Halal Tourism South Africa or any of its suppliers.

Any loss or additional expense due to delays, changes or cancellations of air, rail, road, sea or any other service, strikes, sickness, theft, war, weather or other causes, will have to be borne by the passenger.

Halal Tourism South Africa makes every effort to ensure that all the arrangements and services connected with a passenger's itinerary will be carried out as specified by the supplier in an efficient and effective way. However, we do not have direct control over the provision of services by suppliers and whilst they are in all cases carefully selected with great care, we do not accept liability for error and omissions of such suppliers.

Please be aware that hotels undergo renovations for time to time. Hotels generally take all possible steps to limit disruption and inconvenience to their guests when that occurs. We will not entertain complaints or requests for refunds if a hotel is carrying out renovations whilst a guest is resident. If we are specifically advised of renovation work in advance by the hotel information will be passed on to the passenger but it is important to understand that this is subject to change and that we may not always be notified. Star ratings or other such gradings are used to symbolise the overall quality, level of service, food standard and range of facilities available in any given hotel property. The criteria and standard applied within each country will vary depending on the specific requirements established by the relevant issuing body and are provided to you for information purposes only. They are not a guarantee or warranty of any level or measure of service or standard. Halal Tourism South Africa does not take responsibility for hotel content (including images, facility listings, descriptions etc.) displayed on our website. Hotels may change facilities and property features without prior notice and it is the customers' responsibility to confirm facilities directly with the hotel at the time of travel.