General Terms and Conditions

It is your responsibility to ensure that you understand and agree to the terms and conditions, as they form part of the contract between you and International Travel Concierge Pty (Ltd). By making an enquiry, making a booking or paying and confirming a booking through the use of any of our contact forms on our website, or through any booking information sent through to you; you hereby agree to the Terms and Conditions of International Travel Concierge (Pty) Ltd.

If you do not agree with these terms and conditions, discuss them with us, otherwise these Terms and Conditions are deemed acceptable and binding.

It is important to note that International Travel Concierge (Pty) Ltd acts only as an agent in all functions pertaining to hotel reservations, sightseeing tours, transport etc. All rates either published on our website or in any other document sent to you are always subject to confirmation with each service provider and/or establishment, this includes availability, seasonal rate changes and any other unforeseen alterations.

It is also your responsibility to check all the details of your travel documents prior to travelling. Should there be any queries or discrepancies, please bring these to the attention of your/an agent immediately. Once in receipt of these documents, International Travel Concierge (Pty) Ltd will not be held liable for loss or delays due to inaccuracies on any of your travel documents.

You will assume all liability and responsibility for any eventuality that may occur, including personal injury, emotional distress, death, and/or loss or damage to personal property. Furthermore, you agrees to hold harmless International Travel Concierge (Pty) Ltd, its partners, its management, and its employees. The participant also agrees NOT to make any type of claim, financial or otherwise, against any of the aforementioned parties.

Your Booking

Once you have read through the terms and conditions and are happy with your proposed package, you can go ahead and confirm your booking. A booking confirmation will be sent to you which once completed, signed returned, a minimum non-refundable deposit of 50% of the total package price will be required within 24hrs in order to secure the booking. Due to many service providers requiring 100% payment to secure a booking, this amount may be adjusted accordingly. Should flights form part of the package, these too would need to be paid in full at this time. The balance of the payment is due 60 days prior to date of travel. If your booking is made within 60 days of departure, the total cost of your travel arrangements must be paid at the time of booking. It is important to note that should your payment not be received within the stipulated period of time; your booking will automatically be cancelled.

Your travel vouchers will only be issued once full payment of the entire travel package has been received. These will be emailed to you within 72 hours of confirmation of receipt of payment.

Cancellation Policy

Cancellation prior to 60 days of travel – full 35% deposit is forfeited;

Cancellation 60 days prior to travel – 50% of total cost is forfeited;

Cancellation less than 6 weeks prior to travel – 100% of total cost is forfeited.

Payment Methods

**Credit Cards:** (Master Card and Visa): A Standard Credit Card Charge Form will be sent to you which needs to be signed and validated and returned. A copy of your signed credit card would need to accompany this so that the agent can authenticate the signatory and the card holder being legitimate. If the card is a foreign credit card, then you may be requested to supply various other details.

**Cash**: cash may be deposited into our bank account; a cash deposit slip is to be provided and is subject to confirmation of receipt on our side.

**EFT Transfers:** We accept EFT transfers, subject to such payment has been confirmed as received by ourselves. **All payments must be made in full and free of any bank charges**.

Insurance, Passports, Visas and Meal Requirements

Travel Insurance is highly recommended and is your personal responsibility. International Travel Concierge (Pty) Ltd will not be held responsible should you fail to ensure adequate cover is in place.

It is the responsibility of the traveller to ensure that all passports and visas are current, valid, and will still be valid for a further 6 months after returning home. and that any vaccinations, inoculations and malaria medication and the like have been obtained where required. Please let us know as asap if you have a special diet or if you are allergic to certain foods.

Transportation

**It is your responsibility to ensure that you reconfirm the departure dates and times of all your flight arrangements and train journeys at least 72 hours prior to departure**.

The airlines and railway providers are service providers and can change their fare and taxes without prior warning. Should the fare quoted not be available, or the fare change, or the times are changed between the time of booking, payment and issue, you will be advised of the next available option and fare. International Travel Concierge (Pty) Ltd cannot be held responsible for these changes that are out of their control.

Should flights be discontinued or cancelled by the airways/railway service provider, which may result in missing connecting travel arrangements, this will need to be taken up directly with the service provider and should an amendment in routing or itinerary be necessary, any additional costs incurred will not be borne by International Travel Concierge (Pty) Ltd. Airfares and train fares are subject to the prices and conditions quoted by the particular airlines and/or railways and cannot be guaranteed by International Travel Concierge (Pty) Ltd. All means of transportation are subject to weather conditions, the need for constant maintenance, and the ability of passengers to check-in on time.

International Travel Concierge (Pty) Ltd hereby specifically excludes any liability and cannot be held responsible for any direct, indirect, incidental or consequential damage that may arise from any delay and/or failure on the part of the service provider.

Unforeseen Changes to Your Itinerary

Most bookings are made long before the proposed date of travel, and as far as possible, we will ensure no changes need to be made, however, we do use independent suppliers over whom we have no control and at times some changes have to be made, and we reserve the right to make these changes.