

Qui Vado Luxury Travel

A Destination Management Company | 16 Oxbow Cres | The Estuaries | Canal Walk | Cape Town

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TERMS & CONDITIONS

We at Qui Vado Luxury Travel want to do everything to ensure your trip is enjoyable and worry-free. As part of that commitment, we include the following important information about your trip. Please read this communication below as payment of a deposit represents acceptance of the Qui Vado Booking Conditions.

All reservations are subject to our Standard Terms and Conditions.

RESPONSIBILITY

The Company and their associated companies and agents, act as an intermediary only in producing and booking various travel arrangements, and on condition that they will not be liable for any injury, damage, loss, accident, delay or any other irregularity that may be occasioned by any defect in any vehicle, or other form of conveyance, or by error or default of any company or person engaged in conveying the passenger, carrying out the arrangement of the tour or otherwise in connection therewith.

The passenger tickets in use by the airline or charter when issued shall constitute the sole contract between the airlines or charter and the traveller.

The Company makes every effort to ensure that all arrangements and services connected with your travel arrangements will be carried out as specified in the most efficient and effective way possible.

However, being intermediaries, we do not have direct control over the provision of services by suppliers and, whilst they are in all cases selected with the utmost care, we do not accept liability for error and omissions of such suppliers.

It is the clients' responsibility to satisfy themselves with any local laws and applicable insurance options, if any, for any facilities used or hired.

PAYMENTS

All rates are quoted per person, based on two adults sharing throughout (double occupancy)

A non-refundable, non-transferable deposit of 25% of the total tour package is payable at the time of making your reservation.

The balance of the tour price is payable not less than 3 months prior to departure.

Re-quoting may be required at the time of booking, due to currency fluctuations.

If the reservation is made within 3 months (90 days) of travel, full payment will be required at the time of booking.

Due to the fluctuating currencies within Southern Africa, before final payments are made, the balance may need to be re-costed on the prevailing rate of exchange.

Pre- and Post- add-ons can be included at an additional cost and subject to availability.

CANCELLATIONS AND CURTAILMENT

We do hope nothing will come between you and your vacation. However, in the event of a cancellation, this must be received in writing. It will be effective from the date of written cancellation received by Qui Vado.

All deposits are non-refundable / non-transferable.

Land Arrangements: Any cancellations within 3 months of departure will forfeit 100% of the tour cost.

Air Tickets: Cancellations fees apply once air tickets have been issued. The cancellation fees range between 25% to 100% of the total fare paid.

TRAVEL DELAYS

The Company does not hold itself responsible for any delays prior to departure, or during the course of its tours, brought about by technical difficulties, strikes, weather conditions or any other unforeseen circumstances which are beyond its

control. It is understood that any expenses relating to these unscheduled extensions (e.g. hotels, meals, airfares, telephone calls, etc.) will be for the passengers' account. Losses due to travel delays may not be refundable however, we will always use our best endeavour to negotiate refunds on behalf of passengers.

FORCE MAJEUR (SUPERIOR FORCE)

The Company does not accept liability or pay you compensation where the performance of our contractual obligations is affected by "force majeure" (included but not limited to war, threat of war, riot, civil or political unrest, industrial dispute, terrorist activity, natural or nuclear disasters, fire, adverse weather conditions, closure of ports or airports, air traffic control delays, technical problems, circumstances amounting to "force majeure". The company will always use its best endeavours to assist passengers where necessary and or possible

MISSED / UNUSED SERVICES

Should you not partake in any of the services and or tours, no refunds will be due.

TRAVEL INSURANCE

Qui Vado recommends that the traveller's takes out a full comprehensive Travel Policy at the time of booking their vacation. It is **traveller's responsibility** to ensure that they have taken out an adequate insurance policy covering the full duration of their vacation and all scheduled tours and activities.

TRAVELLING WITH CHILDREN

Some establishments do not accept children under 10 years old – should you wish to travel with your children, please advise and we shall make use of alternative hotels & lodges where necessary.

CHILD POLICY – Entering South Africa

Travelling with Children to South Africa requires parents to carry **unabridged birth certificates** of each child. Should either one or both parents not be accompanying the child, then an affidavit / letter of consent is required from the Parent/s not travelling allowing the child to travel into / out of South Africa.

Without the relevant documentation, children will be denied entry into / out of South Africa.

Please enquire with Qui Vado for more information

PASSPORTS & VISAS

To travel to Southern Africa, a valid passport is required, with **two blank pages** and not expiring within **6 months** of your travel dates.

Please check with the appropriate government authority in your home country to determine if you require visas and the relevant requirements.

It is the traveller/s full responsibility to obtain the appropriate visa/s for the countries being visited.

HEALTH

Through good malaria control efforts, the disease is now restricted to certain districts in three provinces in South Africa; namely the north-eastern KwaZulu-Natal, parts of Mpumalanga and Limpopo (Kruger National Park vicinity). Travelling further north into Africa some countries may also recommend anti-malaria medication.

A yellow fever vaccination is required to enter South Africa, Zambia and Zimbabwe only if you are arriving from or have transited through a yellow fever endemic area in South America or Africa.

For further information and Health checks, please consult your local Doctor or Travel Clinic, ideally 6 weeks prior to departure. For more information please go to:

<https://wwwnc.cdc.gov/travel/destinations/traveler/none/south-africa>

MODIFIED ITINERARIES

Qui Vado reserves the right to modify the itineraries, to the same standard, at any time due to unforeseen circumstances or circumstances beyond Qui Vado's control. Every effort will be made to operate itineraries as planned, but amendments might occur after the final itinerary has been issued.

DOCUMENTATION

Electronic documentation will be emailed to you with the confirmations of all travel services, once full payment has been received and processed. If arriving in South Africa, (Johannesburg or Cape Town), a travel pack will be handed to you on arrival at your hotel by our Qui Vado Host who will be there to meet with you and welcome you.

These terms and conditions shall be governed by the laws of The Republic of South Africa.

Qui Vado Luxury Travel is a registered member of ASATA (Association of South African Travel Agents) and as such abides by its constitution and code of conduct.