



# TERMS & CONDITIONS

(to be read & understood when booking for travel/tour)

Ezulwini Travel and Tours (Pty) Ltd is a travel agency. Our job is to arrange travel at your request. The delivery of travel arrangements are through third party suppliers who are responsible for providing your travel service product.

**Please read the below terms and conditions carefully.**

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

Ezulwini Travel and Tours cannot guarantee any price for any length of time. Packages, seats and booking classes can sell out and prices increase. Price may also vary due to amongst others availability, rates of exchange and taxes. To secure your quoted price, payment in full is required. A non-refundable deposit of E250 per person is required for a flight itinerary which will be used towards your flight when full payment is made. Ezulwini Travel and Tours charges a fair and reasonable service fee to book travel on your behalf.

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

- a. By cash; Always insist on a receipt
- b. By credit card and debit cards (additional speed point charges shall be incurred by payee)
- c. By online payment link (electronic customer acceptance).
- d. Ezulwini Travel and Tours no longer accepts cheques unless travel is in 7 days' time (working days) or more
- e. By electronic transfer: please ask your agent for banking details and notify consultant once the EFT has been actioned. Your travel documents cannot be released until the transfer reflects in our bank account.
- f. The cost of your product or service could increase due to demand, supplier rulings and exchange rate increases in the time it takes for your transfer to reflect. 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 to reflect, your monies will be refunded in this instance.

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

Cancellation penalties will be payable, depending amongst others when you cancel, the suppliers cancellation policy and the fare rules. These cancellation fees can be as much as 100%. Please check with your travel agent prior to booking if you are able to get a refund. Ezulwini Travel and Tours will charge an administration fee for processing the cancellation of your booking. Refunds by airlines will take a minimum of 12 weeks to a year if not more. If you do not make your flight or arrive late, you will be marked as a no-show and will lose your flight and any possible refund.

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. Airlines do not permit name changes and travel arrangements are not transferrable. 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, Ezulwini Travel and Tours will charge an administration fee. All changes must be agreed to in writing by yourself, all fees relating to change will be payable by you.

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

Your travel is booked through amongst other suppliers and tour operators of air transport, land accommodation, adventure tours, insurers, visa suppliers, forex suppliers and car rental companies. Third party suppliers are the providers of your travel and have their own terms and conditions. Please ask your consultant for a copy of the third party terms and conditions. Ezulwini Travel and Tours acts as an agent in the booking of your travel products. We cannot be held responsible for the acts, omissions, negligence or gross negligence of any third party suppliers. We will endeavour to assist our clients at all times, please contact us on the emergency numbers provided. Suppliers and Ezulwini Travel and Tours cannot be held responsible for the cancellation or postponement of travel because of factors outside of their control. These factors are amongst others acts of God, weather, mechanical failure, riots, financial failures, strikes. Political uprising.

6. **Travel Insurance:**

Travel Insurance is strongly recommended for all travel, especially international travel as amongst others international operators, suppliers and cruise companies are not bound by South African Consumer Law. 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 Ezulwini Travel and Tours. 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 departure, return and connecting flights with the airline at least 24 hours before your departure. Schedule changes by airlines are outside of Ezulwini Travel's control and you fully indemnify Ezulwini Travel and Tours against any inconvenience, damages or loss suffered as a result thereof. It is the responsibility of the traveller to ensure the correct personal information as well as dates and times of travel are provided.

**Passports:** Passports are required for all passengers including infants for international travel. Your passport must be valid for at least 6 months after your date of return. You will not be allowed into a country if your passport expires before the 6 month period. Your travel documents have to be in the name appearing on your passport. If any traveller's passport has not been issued by the Ministry of Home Affairs at the date of completing the booking from you hereby indemnify Ezulwini Travel and Tours against any errors that might occur and cost relating thereto.



**Swazi Permanent residents:** Travelling on a foreign passport, you must make sure you have the right documentation from Home Affairs to travel. You are required to let your consultant know how which passport you will be travelling on.

**Dual Passport:** Should you be a dual passport holder, ensure you travel with both valid passports.

**Identity documents for domestic travel:** all travel documents must be in the name which appears on your identity documents and identification is required for infants.

**Drivers Licence and Car Hire:** Always take your Swazi Drivers Licence along with your international drivers licence when renting vehicles overseas. The driver of the vehicle must have a valid credit card when collecting the vehicle.

**Visas:** Swazi passport holders need visas for most destinations amongst others the UK, USA, Europe, Canada and Australia. It is the clients responsibility to check visa requirements with the consulate or embassy of each country being visited including stopovers/ports and transits. Check all border crossings, especially if you are on a cruise, if you cross any ocean border, you may need a visa according to the maritime law of the country concerned. If visa suppliers do not supply the correct advice, any claims must be made directly to Visa Company. If your entry into any country is denied, this can be amongst other a customs, internal security or home affairs issue and outside of Ezulwini Travel and Tour's and the visa suppliers' control. Ezulwini Travel and Tours cannot be held liable for any claims related to working visas.

**Vaccinations:** Check with your travel doctor or the relevant embassy which vaccinations are required by the country you are visiting and the country that you are returning to. Check with the relevant embassy whether you may leave the airport at stopovers in countries on your way to your final destination, requirements may differ from your final destination.

**Itineraries:** Check your departure dates and times on itineraries and ensure that your travel documents tie up with the itinerary, know your travel plan.

8. **Where do I lodge complaints?** Ezulwini Travel and Tours will only consider claims if the dissatisfaction with your travel booking has been brought to your consultant's attention immediately and Ezulwini Travel and Tours was provided the fair opportunity to rectify the situation. Any third party claims must be made with the supplier of the product. Claims against Ezulwini Travel and Tours 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 prior to leaving the airport.

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

My decision to make travel arrangements through Ezulwini Travel and Tours is not based solely on the advice given by Ezulwini Travel and Tours and I hereby confirm that the travel arrangements were not made under duress. I am 18 years of age and older and I have the legal capacity to enter into this agreement.