

EXPLORE PLUS BOOKING CONDITIONS

Please read the following booking conditions carefully, as they set out the terms and conditions of the contract between you and eXplore Plus Travel & Tours (as from here refer to as eXplore+)

GENERAL CONDITIONS

EXPLORE PLUS TRAVEL & TOURS (eXplore+) and/or its agents shall not be liable for injury, damage or loss including consequential loss to any person or their possessions howsoever caused, including personal injury, disease or death caused by or contributed to by negligence by the corporation, its employees or agents. eXplore+ shall not be liable for any claims or if any additional expenses incurred through delays, accidents, or disruption of planned itineraries beyond the control of eXplore+ (e.g.: flight delays, wars, strikes, weather, act of God, etc) or considered advisable by us, such expenses are to be borne by the client. If eXplore+ consider any client as an unsuitable person for any tour, it may in its absolute discretion, cancel such client's booking or decline to carry such person further. All baggage including personal items is at all times and in all circumstances at "owner's risk". The information in the brochures, circular, leaflets, videos and other advertisements issued by eXplore+ or its agents is given in good faith and unless specifically states shall not form part of any contract between the client and eXplore+. No agent, servant, representative or client of eXplore+ had any right to alter or vary or waive any of these conditions. While every precaution is taken on the tour, eXplore+ or its agents does not hold itself responsible for death or any injury or loss, which might occur to such persons sustained from any cause whatsoever. The client hereby indemnifies and holds eXplore+ and its agents harmless against any and all claims in respect of personal injury or damages either direct or consequential arising from any cause whatsoever as a result of the participation by the client and persons under his authority on the tour.

BOOKING CONDITIONS

A (non-refundable) deposit of **10%** as well as the full amount of the scheduled airline fare is required to secure a booking. The exchange rate on the date of final payment will be used as the basis to calculate the balance of your tour package. The balance of payment is due no later than **six weeks** prior to date of departure. Bookings shall be considered full and paid up once a final invoice has been issued and paid within 48 hours of the issuing of such an invoice.

Should the invoice not be paid within this time, eXplore Plus reserves the right to re-issue the invoice should there be an increase in foreign exchange rates, airline rates or any other related costs. Travel documents are not released until eXplore+ have received full payment & an complete signed booking form.

CANCELLATIONS

In the event passengers cancelling their reservations eXplore+ shall have the right either to claim the total amount of any deposit paid by such passenger or to claim any damages suffered by the company. In accordance with the policy adopted by Tour Operators all over the world eXplore+ reserves the right to cancel any tour before departure in which event the entire payment will be refunded without any further obligation on the part of the Company. The maximum **cancellation fees**, which may be imposed, are as follows:

- From date of payment of deposit up to **41-days** prior to departure: the **10%** deposit & **50%** of the scheduled airline fares shall be forfeited.
- In respect of a cancellation from **40-days to 28-days** prior to departure: **30%** of the total package price & **50%** of the scheduled airline fares shall be forfeited.
- In respect of a cancellation from **27-days to 16-days** prior to departure: **50%** of the total package price & **50%** of the scheduled airline fares shall be forfeited.
- In respect of a cancellation from **15-days or less** prior to departure: **100%** of the total package price.

TICKET CANCELLATION

Refund policies operated by the various airlines vary greatly. Should a refund be authorised by the airline such refund will be made to you, less any cancellation or administration charges. Re-issue fees will apply according to the airline regulations.

TOUR LEADER RESPONSIBILITY

The traveler who sign the booking form for and on behalf of all travellers will be responsible for passing on, all information, vouchers, schedule changes or any other information forwarded by eXplore+ to him/her/them. eXplore+ does not take any responsibility for failure to do so.

TRAVEL INSURANCE

It is strongly advised that you take adequate travel insurance cover in the event of cancellation due to illness, accident or injury. eXplore+ will not be responsible or liable if any passenger fails to take insurance cover.

PASSPORTS, VACCINATIONS, VISAS & INOCULATIONS

The responsibility for the provision of current and valid passports, visas, vaccinations and inoculations, where required, is the clients responsibility and that eXplore+ shall not be responsible or liable for any consequence of any nature arising from the customer failing to ensure that he/she has complied with all such requirements. If you are not traveling on a SA passport, it is imperative that you also check visa requirements.

BAGGAGE

One suitcase per person at a maximum weight of between 20-30kg is allowed plus one piece of hand luggage (7kg) –depending on airline.

UNSCEDULED EXTENSIONS / CHANGES

In the unlikely event of there being an unscheduled extension to the holiday caused by flight delays, bad weather, strikes or any other cause which is beyond the control of eXplore+, it is understood that expenses relating to those unscheduled extensions will be for the passenger's account. Should any travel component be confirmed by eXplore+ and this component is cancelled or changed by the supplier for whatsoever reason, then in such instances eXplore+ will accept no liability for the cancellation/change thereof.

TRAVEL DOCUMENTS

Documents (vouchers, itineraries, tickets, etc) are only prepared on receipt of full and final payment and currency declarations. Documents will be dispatched **on receipt of full payment** or as by arrangement.

BREAK-AWAYS, CLAIMS & REFUNDS

Except for verifiable extenuating circumstances, refunds are not made for any missed tour services. Whilst it is possible to breakaway from the planned holiday itineraries, it is understood that such breakaways will be for the passenger's account and there will be no refunds under any circumstances for unused services unless prior arrangements have been made with eXplore+ prior to the issue of documentation. For verifiable claims to be considered, they must be received in writing within 30 days of the termination of the tour and be accompanied by supporting documentation and/or a statement from the Ground Operator verifying the claim. Any adjustment considered will be based on the actual cost of the services involved and not on a per day basis. Refunds will not be made for unused sightseeing trips or meals. eXplore+ will not accept any liability for any claims that are not received within 7 days of the termination of your tour.

COURIER SERVICES

Document will be send to clients free of charge within the boundaries of South Africa