

- Upon making payment you agree that all information supplied in the invoice is 100% correct and that you have read and understood the below terms and conditions, in conjunction with the payment, amendment, cancellation and general terms and conditions on your invoice
- Reservations for air travel are only facilitated through Take Off Travel and any right of recourse the Customer may have, will lie solely against the relevant airline and/or other third-party service providers
- Airline cancellation fees vary from airline to airline and can range from 25% (twenty-five per cent) up to 100% of the fare paid plus VAT.
- The relevant airline's terms and conditions (which constitute the Customer(s) ticket(s) when issued), shall constitute the sole contract between the airline and the Customer.
- Take Off Travel will make every effort to ensure that all arrangements and services connected with the Customer's travel arrangements are carried out most efficiently and effectively as possible. However, Take Off Travel does not have direct control over the provision of services by Suppliers and, while Suppliers are in all cases selected with the utmost care, Take Off Travel does not accept liability for any errors and omissions of such Suppliers.
- While Take Off Travel makes every effort to ensure the accuracy of the pricing information provided, regrettably, errors do occasionally occur. When we become aware of any such error, the Customer will be notified as soon as is reasonably possible. If a booking is already in place, the Customer will have the choice to either continue with the chosen itinerary at the corrected price or amend to a different holiday.
- Deposit payments are inclusive of agent service fees, and are non-refundable for any reason whatsoever.



- It is the Customers' responsibility to satisfy themselves with any local laws and applicable insurance options if any, for any facilities used or hired.
- It is the responsibility of each Customer to ensure that he/she is in possession of the correct documentation prior to departure. Take Off Travel shall not accept responsibility for any consequences of any nature whatsoever, arising from the Customer failing to ensure that he/she has complied with the necessary health/passport/visa/re-entry permit requirements.
- Passports must be valid for a minimum of 6 (six) months after the Customer's intended return date to the Republic of South Africa.
- The Customer expressly consents to Take Off Travel processing information applicable to a specific natural or juristic person capable of identifying said natural or juristic person and includes, inter alia, age, gender, race, culture or religion, disability, identity number, marital status, physical address, contact details, correspondence and confidential documentation pertaining to a specific natural or juristic person (Personal Information) for purposes of providing services to the Customer.
- In the event that the Customer is providing certain Personal Information on behalf of a third party including, without limitation, minors, the Customer warrants that the relevant authority and/or permission to do so has been obtained.
- The Customer consents to Take Off Travel processing Personal Information for the purpose of making travel arrangements as contemplated herein.
- Take Off Travel shall, at all times, ensure that the Customer's Personal Information remains strictly confidential and that the Customer's right to Personal Information being privileged shall not be prejudiced.



- All minors under the age of 18 years are required to produce, in addition to their passport, an Unabridged Birth Certificate (showing the particulars of both parents) when exiting and entering South African ports of entry. Find more information [here](#).
- By making payment for your travel arrangements, you agree that all information supplied is 100% correct, and that you agree to Take Off Travel's General Terms and Conditions, as well as the booking specific Terms and Conditions well below.

## **TRAVEL REGULATIONS**

- It remains your responsibility to have the correct passport, visa & health requirements to travel to your destination and to return to South Africa.
- Travel Insurance is always highly recommended. It is your responsibility to request a quote from your travel manager and/or ensure you have sufficient cover

## **TRAVEL DISRUPTIONS**

- Travel Restrictions and requirements are constantly changing; we will be sure to keep you updated as the world continues to open up for tourism. It is your responsibility to contact Take Off Travel at least 1 month prior to your departure date for updated travel regulations.
- Change & Cancellation Fees are pre-determined by the airline, hotels and suppliers. This can be non-refundable.

**Take Off TRAVEL ACTS AS A THIRD PARTY TO AIRLINES AND SUPPLIERS. WE ALWAYS ADHERE TO THEIR RULINGS AND CONDITIONS. ANY SCHEDULE CHANGES/TRAVEL DELAYS WILL BE AT THE CUSTOMERS OWN EXPENSE AND MAY POSSIBLY BE CLAIMED THROUGH TRAVEL INSURANCE. Take Off TRAVEL CANNOT BE HELD LIABLE FOR ANY SCHEDULE CHANGES THAT MAY AFFECT YOUR TRAVEL ARRANGEMENTS PRIOR TO DEPARTURE/AFTER DEPARTURE.**



## **CANCELLATION OF TRAVEL**

- Should your flights be cancelled by the airline, or travel restrictions are enforced that forces you to cancel your travel involuntarily, your deposit and agency service fees will remain on file and can be used towards any international travel package booked through Take Off Travel for up to 2 years from your original payment date. The deposit will remain in the passenger's name, and cannot be transferred.
- Please note that the original package rate and structure may change for future travel due to changes in season, fares, travel periods etc; however, your deposit voucher remains at its full value. The voucher remains non-refundable for any reason whatsoever. Please note: A package consists of international airfare and accommodation.
- Payment of your deposit contracts you to this invoice and an agreement to our Terms and Conditions.
- Should your package be involuntarily cancelled AFTER full payment has been made and all flights & hotel vouchers are issued, we will manage any refunds/vouchers/complementary changes etc as per the hotel or airline rulings and conditions. Please note, this may be non-refundable and not allowed; depending on your period of amendment/cancellation before departure as airlines, hotels and all services operate independently of each other.
- Please note that hotels and airlines are independent of each other and have their own terms and conditions which we will manage accordingly, if need be.
- Should you voluntarily cancel your trip, for any reason whatsoever, standard cancellation fees apply:
- Airline deposits and agency fees are non-refundable and once your package is issued after full and final payment, standard cancellation fees apply.



**BY MAKING PAYMENT YOU CONFIRM THAT ALL DETAILS ARE CORRECT AND AS PER YOUR TRAVEL REQUIREMENTS.**

We remind you that we are your Travel Managers, meaning we manage your travel. All airline and flight details, hotel choices and room categories, meal plans and any other components of your travel arrangements remain entirely your choice and your decision.

It is your responsibility to do adequate and correct research on the hotels booked and your destination, this includes weather, holidays, festivals or anything which may occur during your travel.

We act as a liaison between you and all of the airlines, hotels and/or suppliers. All final decisions are your own and we manage your travel requirements as you deem fit.

