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TERMS AND CONDITIONS

Making a reservation and payment Cost estimates are subject to fluctuations in exchange rates, airport taxes, fuel levies and availability. Cost estimates are valid for 24hrs. To make a reservation a client will need to supply the following: • completed and signed booking form - indicating acceptance of our terms and conditions; • copies of each passenger's ID (for local travel) or passport (for international travel); • the physical residential address (not P.O. Box number) and phone number for each person travelling outside of SA (this is a new Reserve Bank Ruling for FICA requirements). Your reservation is only confirmed once an invoice is dispatched to your Travel Agent confirming your travel details. The invoice will only be valid for 24hrs. The final settlement price can only be determined on the date of final payment. A non-refundable deposit of 50 % of the total package price booked with Ebony Beach is required within three days of date of invoice to secure your reservation, failing which the booking will be released. Balance of payment is required eight weeks prior to departure unless otherwise stated. The balance due must be determined by your travel agent on the day you make full and final payment. Bookings made between two to six weeks prior to departure will require full payment within 24hrs of date of invoice. All bookings made within two weeks of departure require full payment prior to processing the reservation. Full payment of your air tickets is required before the ticketing date as specified by each airline. This date will be advised on your invoice. Should payment not be received before the ticketing deadline, your booking will be released. It is important to check the invoice to ensure that all the details are exactly as you requested. NB: Until full payment is received, your entire booking is subject to currency fluctuation and changes to airport taxes and fuel levies. Cancellation and Amendment Should you, for any reason, wish to cancel your reservation, you must advise your Travel Agent in writing. The cancellation letter must be signed by the person who made the booking. In case of cancellation the following cancellation fees will be applied (percentages refer to total package booked): More than 6 weeks prior to departure: non-refundable deposit 6-4 weeks prior to departure: 50% cancellation fee 4-2 weeks prior to departure: 75% cancellation fee Less than 2 week prior to departure: 100% cancellation fee Notes: • Air ticket cancellations and amendments are subject to airline policies and specific fare rules • All cancellation charges are subject to VAT. Deposit Policy Deposit of 50% of invoice value is due 7days after the date on the Invoice, to confirm a booking. The balance of the invoice is due 30 Days prior to arrival. Cancellation Policy Cancellation • 30 days or less prior to arrival 100% of the invoice value nonrefundable. • 31 days or more prior to arrival 50% of the invoice value nonrefundable Cancellation due to Covid, alternative dates will be considered Each amendment will be subject to an amendment fee of R100 per amendment. If your reservation is amended on your request, any charges	documentation is received at Ebony Beach. Please check your travel documentation, especially your itinerary, carefully on receipt. Any claims resulting from incorrect documentation will not be considered after the date of your departure. Immigration, Health and Travel Insurance You should ask your travel agent about any passport, visa, insurance and health requirements for countries you intend visiting. Your Travel Agent will be able to assist you with all details in obtaining the necessary documentation. It is entirely the passengers' responsibility to ensure that they are in possession of valid passports, visas, inoculations, health documents and travel insurance that may be required. NB: Ebony Beach strongly urges all clients to take out travel and medical insurance when making final payment for their travel arrangements to cover any additional costs in cases of medical emergencies, losses or cancellations Holiday Prices and Information All holiday prices and information are based on prices and exchange rates prevailing at time of publication. Ebony Beach reserves the right to adjust the holiday prices at any time, without prior notice, in accordance with any price increase of any of the holiday package components or adjustments to exchange rates subsequent to date of publishing. Itinerary Variations While every effort is made to maintain your itinerary as confirmed, Ebony Beach reserves the right to alter an itinerary due to unusual and/or unforeseeable circumstances outside Ebony Beach' control including (but not limited to) war, riots, civil unrest, government action or airport regulations, natural or other disasters, weather conditions, technical problems with transportation and technical breakdown in a Villa. Changes made due to these circumstances do not constitute any reason for refund. While Ebony Beach will in these circumstances offer every assistance possible, all additional charges (such as additional accommodation and/or similar) will be for the account of the passenger. Refunds and Unused Services No refunds will be made for no shows or any unused service irrespective of whether they form part of the basic inclusive tour price or whether they are in respect of pre-booked optional travel arrangements. Air Tickets and Reconfirmation Please note that all air tickets issued on your behalf shall constitute the sole contract between yourself and the airline. Please be reminded that it is your responsibility to re-confirm all their flights at least 72 hours before departure. Passengers should confirm in advance, with their Travel Agent (or the representative of Ebony Beach as indicated on their vouchers), that the check-in and/or departure times for all their flights, transfers and tours are correct. Please note: Lost tickets may require re-issue charges, higher costs and penalties. Responsibility Ebony Beach endeavour to do their best to make sure your holiday arrangements are satisfactory. However, we will not be responsible or liable for any loss, damage, injury, death, delay, expense, inconvenience or loss of enjoyment resulting directly or indirectly from any act, negligence, default or omission on the part of Ebony Beach, any person or corporation or arising from any event beyond Ebony Beach' control. Ebony Beach will under no circumstances whatsoever be liable for any indirect, consequential or special loss or damages howsoever arising. Consumer Claims All claims should be lodged with your Travel Agent within 30-days of return from your holiday enclosing supporting documentation. Law and Jurisdiction South African law and jurisdiction governs all aspects of your booking.
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S. Sigrist cc t/a Travel Xcellence 1993/28468/23



and/or increase in the original price will be added to your total package price. Amendment and cancellation fees are payable immediately and may be deducted from your payment.

Travel Documentation

Your travel documentation will only be generated on receipt of full payment before the applicable deadlines and will not be released until all required