

STANDARD TERMS AND CONDITIONS

DEPOSITS AND PAYMENTS

On confirmation of a booking, a non-refundable deposit becomes payable. In most instances the deposit will be equivalent to 30% of the package price. This deposit will be used to secure seats on aircraft, hotel rooms, coaches and guides.

Remaining payments will be due 90 days prior to the date of departure.

Under certain circumstance, refunds of deposits will be considered. These include serious illness or death in the family and cancellation of flights by the airline for reasons of safety or political instability. Andprom (Pty) Ltd will endeavour to recover as much of the deposit as possible. The company can, however, not be held liable if the suppliers refuse to consider a full or partial refund.

PRICE VARIATIONS

All prices are based on airfares, taxes and fuel levies, accommodation and excursion rates ruling at the time of quoting for the tour package. They will, therefore, be subject to any increases put forward by suppliers prior to full payment being received for the group or individual traveller (as the case may be).

Prices are also subject to fluctuations in the rate of currency exchange and will be subject to adjustment (upward or downward) in accordance with the rate ruling at the time of transferring payment to our international suppliers.

PASSENGER NAMES

Full names as reflected in the passenger's passport are to be provided at the time of booking. Where a passenger has married but her passport is still in her maiden name, it is the maiden name that is required. The airline will not accept a marriage certificate as proof of change of name.

An amendment fee will be levied for any name changes after the booking has been confirmed by the airline.

INSURANCE

Medical insurance is mandatory. While Andprom (Pty) Ltd is able to provide this insurance for you, you are strongly advised to check with your bankers, medical aid or other insurance providers to ensure that you get the best possible cover at the best possible price.

CANCELLATIONS

Once reservations have been received and deposits have been paid to airlines and land service providers, cancellation fees will apply.

The following is a general guideline:-

At any time	- deposit paid
From date of final payment	- 100 % of tour cost

In certain circumstances, such as serious illness or death in the family, Andprom (Pty) Ltd will endeavour to recover as much of the payment as possible. The company can, however, not be held liable if the suppliers refuse to consider a full or partial refund.

DELAYS

Andprom (Pty) Ltd does not hold itself responsible for any delay, prior to departure or during the course of the travel arrangements, brought about by technical difficulties, strikes, weather conditions or any other unforeseen circumstances that are beyond our control. We will, however, do everything possible to make alternative arrangements for passengers.

VISAS AND PASSPORTS

It is the personal responsibility of each passenger to ensure that they are in possession of the correct documentation prior to departure. Andprom (Pty) Ltd will assist wherever possible, however, a charge will be levied for all services rendered in this regard (e.g. courier fees).

UNUSED SERVICES

No refund will be considered for any unused services, irrespective of whether they form part of the basic inclusive tour price, or whether they are in respect of pre-booked optional arrangements.

TOUR MANAGERS IN THE EVENT OF GROUP TRAVEL

It is the policy of Andprom (Pty) Ltd to provide a Tour Manager who will accompany a group. The Tour Manager is responsible for the professional handling of all tour arrangements, solution of problems and the handling of unforeseen occurrences and is directly responsible to the group's hosts.

BREAKAWAYS

Some airlines will permit individual passengers to break away from the main tour group AFTER a tour. Should Andprom (Pty) Ltd receive breakaway requests, we will do everything possible to accommodate them. However, the final decision regarding breakaways rests with the airline. In the event of airline approval, an airline administration fee will be levied for each change of reservation.

MASTER ACCOUNTS

No master account will be run for any of our standard tours and all passengers will be responsible for the payment of their on-site expenses.

SPECIFIED AND ADDITIONAL SERVICES

The quotation only includes those services specified in our proposal. Should we be required to provide any services in addition to these services, our quotation will be adjusted accordingly.

RESPONSIBILITY CLAUSE

The tour producers, Andprom (Pty) Ltd., their associated companies and their agents, act as agents only and on condition that they shall not be liable for any injury, damage, loss, accident, delay or any other irregularity howsoever occasioned, including but not limited to unforeseen weather conditions, any defect in any vehicle, or other form of conveyance, or by error or default of any company or person engaged in conveying the passengers, carrying out the tour / travel arrangements, or otherwise in connection therewith. All services are provided in accordance with the Standard Terms and Conditions, and subject to the contract conditions of the individual principal suppliers concerned.

Andprom (Pty) Ltd reserves the right to alter its rates or any quotation at any time in accordance with suppliers' and / or contractors' rate changes and currency fluctuation, E. & O.E.