



BOOKING & CANCELLATIONS

Terms & Conditions

DEPOSIT - A NON-REFUNDABLE deposit of 10% per adult and/or child is required within 24 hours of booking (unless otherwise stated on the quotation) in order to secure the reservation - EXCEPT when a booking is made less than 7 weeks prior to departure date when full payment is required.

PAYMENT must be received by SEYUNIQUE PRIOR to issue of documentation and must be made in freely convertible foreign exchange when reservations are made by foreign passport holders.

CANCELLATION - Cancellation of any confirmed booking must be received in writing. If a booking is cancelled SEYUNIQUE shall retain the full deposit. On cancellation the following rules apply concerning the notice period given provided documents and air tickets have not been issued:

- a) If 7 weeks or more is given, only the deposit is forfeited. (Please see note e) below
- b) If less than 7 weeks notice is given, the deposit and an additional cancellation fee will be payable as follows unless otherwise stated:

48 to 32 days	-	20% of package price
31 to 0 days	-	100% of package price
- c) When a replacement is found by the person who is cancelling only a change of booking fee will be charged PLUS any additional fees or levy which may be charged by the carrier and/or in the case of certain properties where no name exchange will be permitted by the hotel.
- d) If, for any reason whatsoever, you fail to appear at the reserved place of accommodation, arrive later or leave prior to completion of booked period of time, no reimbursement will be considered.
- e) Hotel & air reservations for the months of December and January are subject to different cancellation conditions and these will be indicated on the invoice. All other terms and conditions remain the same.

CHANGE OF BOOKING FEE - If, after confirming and prior to issue of documentation and air tickets, you wish to amend your booking in any way, you may do so, subject to paying a transfer fee of R 250 per person. In most cases where a change is made within 7 weeks of departure, normal cancellation procedures apply, unless transferring to an earlier date, in which case only the transfer fee is payable together with any cancellation or amendment fee for the airfare portion of the package. While every effort is made to keep to all reservations, should accommodation have to be altered in any way by SEYUNIQUE due to circumstances beyond their control, this does not constitute any reason for a refund.

UNSCHEDULED EXTENTIONS AND/OR CURTAILMENT - In the unlikely event of there being an unscheduled extension or delay in departure to the holiday caused by flight delays, bad weather, strikes or any other cause which is beyond SEYUNIQUE's control, it is understood that expenses relating to these unscheduled extensions or delays will be for the passengers account.

LIABILITY - SEYUNIQUE, their employees and affiliates do not accept any responsibility for any client or dependant thereof in respect of any loss, damage or theft of property or any inconvenience or personal liability experienced from time of departure to time of return.

PRICE - The price is valid at the time of quotation (unless otherwise stated) but is dependent on currency fluctuations, airfare and accommodation price increases. SEYUNIQUE retains the right to increase/decrease the price in respect of any fluctuations. SEYUNIQUE guarantees not to increase any prices after issuing final documents and upon full and final payment ONLY if all completed documentation (Booking & Confirmation Conditions & Insurance Liability Waiver Form) is received from clients at time of payment.

DOCUMENTS - Once full payment has been received, your travel documents in the form of air tickets and vouchers for the accommodation and services will be issued to you. Where necessary a detailed itinerary will be provided.

AIRLINES - SEYUNIQUE, their employees and affiliates do not accept any responsibility for failure on the part of a carrier to provide a service or any other default occasioned on the part of the carrier. All air transportation arrangements are based on Inclusive Tour Airfares unless otherwise stated and are subject to the carriers Conditions of Contract, Advice, Tariffs, Rules and Regulations.

RESPONSIBILITY - SEYUNIQUE and our overseas agents, operators and co-operating agents act only in the capacity of agents for the passenger in all matters pertaining to hotel accommodation, sightseeing tours and transportation, whether by motorbus, motorcar, boat, airplane or any other means and as such hold themselves free of responsibility for any change in hotel accommodation, amenities and or facilities or any damage occasioned from any cause whatsoever. Furthermore neither Seyunique nor the aforementioned agents can be held responsible for any damage, expense or inconvenience caused by late plane arrivals or departures, or by any change of schedule or other conditions. In addition, neither Seyunique nor their aforementioned agents and operators can be held responsible for the loss or damage to baggage or any other articles belonging to the passenger.

TERMS & CONDITIONS

INSURANCE - Comprehensive travel insurance is strongly recommended. This insurance should provide cover for cancellation and curtailment costs in case you are unable to travel or must cut your journey short, for personal accident and medical costs and for loss of or damage to baggage and personal liability.

GROUP BOOKINGS - When one person makes bookings for other people, this person is binding these people to the booking conditions. The person making the booking is liable to SEYUNIQUE.

INDEMNITY - The following indemnity is to be completed and signed by the person who makes the booking with SEYUNIQUE. The conditions as set out in GROUP BOOKINGS (above) apply.

GENERAL - The Consumer acknowledges and confirms that:

He/she has investigated the prevailing market prices relating to the service and that the prices and terms quoted and contained in this agreement are not unfair, unreasonable or unjust.

Seyunique has not required the Consumer to waive any rights, assume any obligation or waive any liability of Seyunique on terms that are unfair, unreasonable or unjust.

The warranties, indemnities, assumptions of risk and limitations on risks given or undertaken by the Consumer in favour of Seyunique in terms of this agreement or as contained in any other booking information or documentation, are fair, reasonable and just given the nature of the services and risks associated with such services.

Seyunique has drawn the attention of the Consumer to the risks associated with the services provided by Seyunique and the Consumer has accepted such risk.

The booking form and/or documents relating thereto do not constitute a supplementary agreement for purposes of the Consumer Protection Act and forms an integral part of this agreement.

The Consumer hereby consents to the jurisdiction of the Magistrate's Court in terms of Section 45 of the Magistrate's Court Act, provided that Seyunique may institute proceedings in any other competent court in its sole discretion.

PASSPORTS, VISAS, INNOCULATIONS & VACCINATIONS - the responsibility for the provision of current and valid Passports, Visas, Inoculations and Vaccinations and similar is that of the Client alone and Seyunique shall not be responsible or liable for any consequence of any nature arising from the Client failing to ensure that he/she has complied with all such requirements.



IN PROUD PARTNERSHIP WITH

