

WEBSITE TERMS AND CONDITIONS

Privacy

AFRICAN TRAVEL EXPERTS will keep all personal information you give us as strictly confidential and no personal information will be made available to third parties, unless obliged to do so by law or legal process. When you forward personal information including your name, e-mail address and mailing address, AFRICAN TRAVEL EXPERTS will protect such information from unauthorised access and use. AFRICAN TRAVEL EXPERTS may send e-mail messages to our customers with news and special offers and users may, by return mail, indicate whether they would prefer not to receive any such mail in future.

Disclaimer

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Editorial

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Due to the variation of season our rates are purely an indication and, whilst we do our best to maintain the accuracy, these are indicative.

AFRICAN TRAVEL EXPERTS reserves the right to make changes to this site and user agreement at any time without notice.

Products & Services

AFRICAN TRAVEL EXPERTS provides a complete holiday planning services, arranging and organizing elements including flights, hotels, tours and activities.

Delivery

AFRICAN TRAVEL EXPERTS provides clients with paper vouchers or electronic vouchers for all products and services.

Booking Terms and Conditions

To secure your booking, you should complete and sign the AFRICAN TRAVEL EXPERTS Booking Confirmation Form, and fax it back OR scan it in and email it to your African Travel Experts Consultant

In order to confirm your reservation, AFRICAN TRAVEL EXPERTS requires the following payments:

- 30% deposit payment for bookings made more than 2 months prior to departure
- Balance of payment to be made 2 months prior to departure
- 100% payment for bookings made less than 60 days prior to departure
- Full payment for all flight tickets

Please note: a greater deposit may be required in instances of peak season travel and booking specials

Failure to do so will result in your reservation automatically being cancelled.

Clients are welcome to settle payment by means of a credit card OR bank transfer

- in the instance of credit card payment, we will provide you with a link to our secure payment site
- credit card payments will be in South African Rands ZAR.
- in the instance of payment by bank transfer, the amount can be paid in either USD, EURO, GBP or ZAR depending on your country of residence
- It is the client's responsibility to inform and instruct their bankers that the amount transferred must equal the funds clearing into the African Travel Experts bank account and that ALL bank charges are for the client's account

Price Increases

All quotations and confirmations generated by AFRICAN TRAVEL EXPERTS are variable and subject to change until final payment has been received. The Client agrees that should any such costs increase as a result of an increase effected by the supplier, such an increase will be for the Client's account and shall be payable to AFRICAN TRAVEL EXPERTS prior to travel. AFRICAN TRAVEL EXPERTS will not be held liable for any mentioned increases.

Changes to bookings

In the event that AFRICAN TRAVEL EXPERTS has to make any unplanned amendments to your bookings due to unforeseen circumstances such as flight cancellations or delays, any expenses resulting from the amendments will be for the Client's account. Whilst we do our best to adhere to confirmed itineraries, AFRICAN TRAVEL EXPERTS reserves the right to make changes where necessary and to provide a reasonable alternative without refunding the Client for the original services.

Should the Client elect to make an amendment to their itinerary, AFRICAN TRAVEL EXPERTS will try to accommodate the Client, however we reserve the right to charge the applicable cancellation fees as well as an additional administration fee for each amendment.

Standard Cancellation Policy / Refunds Policy

- Cancellation prior to 8 weeks of travel - Full 30 % deposit and 100% of flights is forfeited
- Cancellation 8 – 4 weeks prior to travel - 50% of the total cost and 100% of the flight costs is forfeited
- Cancellation less than 4 weeks prior to travel - 100% of total cost is forfeited

Special Offers

All Special Offers advertised on the AFRICAN TRAVEL EXPERTS website are within fixed dates and are subject to availability at the time of reservation and payment. Each Special Offer has specific terms and conditions related to it and details of these will be available AFRICAN TRAVEL EXPERTS sales consultant at the time of enquiry.

Flights

Please note that, when booking flights with African Travel Experts, we require a copy of all passengers' passports. Airlines require the full names of passengers as printed on the passports and will not accept changes once tickets are issued. It is a security procedure which will ensure there are no discrepancies. African Travel Experts accepts no responsibility for incorrect passport numbers or incorrect spelling of full names. Please ensure to provide accurate information to your African Travel Experts Consultant.

All airlines have strict weight and size restrictions in respect of baggage. It is the Client's responsibility to ensure they are aware of these restrictions prior to flight. Light aircraft flights have weight restrictions in respect of personal weight. It is the Client's responsibility to advise AFRICAN TRAVEL EXPERTS if his / her weight exceeds 100 kgs. If so, he / she will be required to purchase an additional seat on the flight.

Travel Insurance

All clients are advised to take out comprehensive travel insurance covering them for personal effects, personal accident, medical and emergency travel expenses, cancellation and curtailment and financial default. We strongly advise you to purchase travel insurance prior to commencing your trip as it will covers you for cancellation of your trip due to unforeseen circumstances. AFRICAN TRAVEL EXPERTS

does not offer comprehensive travel insurance, however we do work closely with a few reliable travel insurance partners who will be able to assist you with purchasing an insurance policy to suit you. Please ask one of our travel consultants to provide you with the details.

Passports

It is the Client's responsibility to ensure that his/her passport is valid prior to their departure. AFRICAN TRAVEL EXPERTS cannot be held liable if any passport is no longer valid, nor will they be held liable should a passenger be refused entry into any country for any reason. All Client passports must be valid for a minimum of 6 months after travel. The final responsibility to ensure that passport requirements is correct and adhered to lays with the traveller.

Please note that anyone traveling to Southern Africa must have two consecutive blank pages in their passport which lie side by side when the passport is open (i.e. a left and a right hand page). Passengers traveling to Southern Africa with passports which do not comply with these requirements, will either be stopped from boarding the aircraft or risk deportation on arrival in Southern Africa. In addition, a parent traveling with children, without the other parent, will need a letter of consent from the absent parent. The letter of consent must be certified by the police.

Visas

It is the Client's responsibility to ensure that he / she has obtained all the necessary visas required by the countries which they intend to visit, prior to their departure. AFRICAN TRAVEL EXPERTS cannot be held liable for any visa not held by the Client, nor will they be held liable should a passenger be refused entry into any country for any reason. AFRICAN TRAVEL EXPERTS cannot be held liable for any advice and/or opinion in respect of visa information. The final responsibility to ensure that visa requirements are correct and adhered to lays with the traveller.

Innoculation, Immunization and Medication

It is the Client's responsibility to ensure that they have had all necessary inoculations, immunisations and medications required prior to departure. AFRICAN TRAVEL EXPERTS cannot be held liable for the Client's failure to ensure the aforementioned has been attended to. The Company cannot be held liable for any advice dispensed by their African Travel Experts relating to inoculations, immunisations and medication required for travel to the various African countries. The final responsibility to ensure that medical requirements is correct and adhered to, lies with the traveller. It is the Client's obligation to ensure that he/she is medically fit to participate in travel.

Complaints

Any complaints should be telephonically reported to the AFRICAN TRAVEL EXPERTS at the time of incident. AFRICAN TRAVEL EXPERTS will attempt to deal with and resolve your complaint as soon as possible.

Contact Details

All correspondence can be directed to
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