

Standard Terms and Conditions to be read and understood before you pay for your travel:

Le Sommet Travel Pty Ltd, company registration number 2016/259308/07, is a travel agency, our job is to arrange travel at your request. The delivery of travel arrangements are through third party suppliers who are responsible for providing your travel service or product.

Please read the below terms and conditions carefully. You must not make any booking unless you understand and agree with the following:

1. How long is a quote valid?

Le Sommet Travel cannot guarantee any price or fare quoted for any length of time. Packages, seats and booking classes can sell out and prices increase. Price may also vary due to amongst others availability, rates of exchange and taxes. To secure your quoted price, payment in full is required.

2. What payment options do I have?

- By Cash (ALWAYS insist on a Receipt.)
- Electronic Funds Transfer (EFT) – Please ask your travel consultant for our banking details and notify your consultant once the EFT has been actioned.

Your travel documents cannot be released until the transfer reflects in our bank account.

The cost of your product or service could increase due to demand, supplier rulings and exchange rate increases in the time it takes for your transfer to reflect in our bank account. All increases will need to be paid by you. Similarly the product might not be available to be booked in the time it takes for your deposit or cheque to reflect, your monies will be refunded in this instance.

3. What if I need to cancel my booking?

Cancellation penalties will be payable, depending on amongst others when you cancel, the suppliers cancellation policy and the fare rules. These cancellation fees can be as much as 100%. Please check with your travel agent prior to booking if you are able to get a refund. Le Sommet will charge an administration fee for processing the cancellation of your booking. Refunds by airlines will take a minimum of 12 weeks. If you do not make your flight or arrive late, you will be marked as a no-show and will lose your flight and any possible refund.

4. Can I change my booking?

Whether you can or cannot change your booking will depend on the rules of your ticket or the rules of the third party supplier supplying your product. Airlines do not permit name changes and travel arrangements are not transferable. Please check with your travel agent about any penalties you might have to pay to change your booking, or whether you will be able to change your booking at all.

The third party supplier as a rule charges a fee for changing your booking, Le Sommet will charge an administration fee. All changes must be agreed to in writing by yourself, all fees relating to the change will be payable by you.

5. Who is responsible for my travel booking?

Your travel is booked through amongst others suppliers and tour operators of air transport, land accommodation, adventure tours, insurers, visa suppliers, forex suppliers and car rental companies. Third party suppliers are the providers of your travel and have their own terms and conditions. Please ask your consultant for a copy of the third party terms and conditions. Le Sommet Travel acts as an agent in the booking of your travel products. We cannot be held responsible for the acts, omissions, negligence or gross negligence of any third party suppliers. We will endeavour to assist our clients at all times, please contact us on the emergency numbers provided.

Suppliers and Le Sommet Travel cannot be held responsible for cancellation or postponement of travel because of factors outside of their control. These factors are amongst others acts of God, weather, mechanical failure, riots, financial failures, strikes, political uprising.

6. Do I need travel insurance?

Travel insurance is **strongly recommended for all travel.** The majority of airlines and tour operators have extremely high cancellation fees/date change penalties and the free insurance offered by credit card companies is not a comprehensive medical and cancellation insurance. Travel insurance should be purchased when the final payment is made. Copies of travel insurance policies are available from our agents. Ask your consultant for a copy. **If you have any queries or need to lodge a claim, contact the insurer directly.**

7. What must I check before travelling?

Check your departure, return and connecting flights with **the airline** at least 24 hours before your departure. Schedule changes by airlines are outside of Le Sommet Travel's control and you fully indemnify Le Sommet Travel against any inconvenience, damages or loss suffered as a result thereof. **It is the responsibility of the traveller to ensure the correct personal information as well as dates and times of travel are provided.**

Passports: Passports are required for all passengers including infants for international travel. **Your passport MUST BE VALID FOR AT LEAST 6 MONTHS AFTER YOUR DATE OF RETURN. You will not be allowed into a country if your passport expires before the 6 month period. Your travel documents have to be in the name appearing on your passport.** If any traveller's passport has not been issued by the Department of Home Affairs at the date of completing the booking form you hereby indemnify Le Sommet Travel against any errors that might occur and cost relating thereto.

South African permanent residents: Travelling on a foreign passport, you must make sure you have the right documentation from home affairs to travel. You are required to let your consultant know which passport you will be travelling on.

Dual passport: Should you be a dual passport holder, ensure you travel with both valid passports.

Identity documents for domestic travel all travel documents must be in the name which appears on your identity document and identification is required for infants.

Drivers Licence and Car Hire: Always take your South African drivers licence along with your international drivers licence when renting vehicles overseas. The driver of the vehicle must have a valid credit card when collecting the vehicle.

Visas: South Africans often need a visa to travel. **It is the clients responsibility to check visa requirements with the consulate or embassy of each country being visited including stopovers/ports and transits.** Check all border crossings, especially if you are on a cruise, if you cross any ocean border, you may need a visa according the maritime law of the country concerned. If visa suppliers do not supply the correct advice, any claims must be made directly to the visa company. If your entry into any country is denied, this can be amongst other a customs, internal security or home affairs issue and outside of Le Sommet Travel and the visa suppliers control. Le Sommet Travel cannot be held liable for any claims resulting from a country refusing your entry and can also not be held liable for incorrect advice given by visa companies, embassies or consulates. Le Sommet Travel cannot be held liable for any claims related to **working visas.**

Vaccinations: Check with your travel doctor or the relevant embassy which vaccinations are required by the country you are visiting and the country that you are returning to. Check with the relevant embassy whether you may leave the airport at stopovers in countries on your way to your final destination, requirements may differ from your final destination.

Itineraries: Check your departure dates and times on itineraries and ensure that your travel documents tie up with the itinerary, know your travel plan.

8. Where do I lodge complaints?

Le Sommet Travel will only consider claims if the dissatisfaction with your travel booking has been brought to your consultant's attention immediately and Le Sommet Travel was provided the fair opportunity to rectify the situation. Any third party claims must be made directly with the supplier of the product. Claims against Le Sommet Travel must be directed to the account manager immediately and not more than 4 weeks after your trip. Stolen luggage must be reported to the airline prior to leaving the airport. Le Sommet Travel is not responsible for death, personal injury, any damages or losses occurring through the provision or omission of a service or product from a third party supplier. Le Sommet Travel cannot guarantee the safety standards or satisfactory performance of any supplier. Any travel booked is considered to be with your approval and consent to the conditions attached. Any claim that you have on delivery of service must be taken up with the third party supplier.

My decision to make travel arrangements through Le Sommet Travel is not based solely on the advice given by Le Sommet Travel and I hereby confirm that the travel arrangements were not made under duress. I am 18 years of age or older and I have the legal capacity to enter into this agreement.

DATE

SIGNATURE