



## **EHOLIDAYS TERMS AND CONDITIONS**

Please take note of the following eHolidays Terms & Conditions of the contract between you and eHolidays. eHolidays acts a booking agent on behalf of the suppliers of the components of the tours / travel plans we arrange and therefore are subject to standard terms and conditions of such suppliers.

### **1. RESERVATIONS / DEPOSITS**

On confirmation of a booking, a non refundable deposit of a minimum of 25% of the total tour price is to be paid to eHolidays within 72 hours – 7 days of making the reservation (dependant on supplier). The balance of the tour price must be paid no later than six weeks prior to departure unless otherwise specified. If the booking is made within six weeks of departure , the total cost of the travel arrangements must be paid in full at the time of the booking. eHolidays reserves the right to cancel any reservation for which the total price has not been received / paid by the due date. eHolidays reserves the right to adjust prices in accordance to fare increases in air fares, hotel rates, seasonal adjustments and currency fluctuations after such date. International bookings / enquiries must be made a minimum of 72 hours prior to the clients departure / arrival / collection of a vehicle.

### **2. METHODS OF PAYMENT**

eHolidays will accept payment by credit card, Bank guaranteed cheques or EFT transfers.

Credit cards will be accepted on provision that an original signed and validated Standard Credit Card Charge Form is provided. We accept EFT transfers or cash deposited into our eHolidays bank account subject that the EFT transmission report or cash deposit slip is provided and payment has cleared in our account.

### **3. AMENDMENTS**

eHolidays will endeavour to assist you to make a change to reservations wherever possible. eHolidays reserves the right to charge an amendment fee of R50.00 per person for each amendment made to confirmed reservations in addition to any cancellation fees which may be applicable.

### **4. CANCELLATIONS**

In the event of a passenger cancelling their reservation for any such reason, cancellation must be received in writing. The following cancellation will apply:

8 weeks prior to departure:	25% of total tour price
6 weeks prior to departure:	30% of total tour price
4 weeks prior to departure:	50% of total tour price
3 weeks prior to departure:	80% of total tour price
2 weeks prior to departure:	100% of total tour price

In accordance with standard procedures adopted by tour operators world wide, these conditions will be strictly adhered to.

### **5. INSURANCE**

We strongly recommend that all passengers take out travel insurance covering personal accident, medical expenses, curtailments, illness, baggage and loss of deposit through cancellation and / or default of the principle service providers. eHolidays will not be held liable should the traveller fail to take out adequate insurance cover.

### **6. TOUR PRICES**

All tour prices are based on the airfares, rates and rates of exchange which are applicable at the time that quotations are provided and are not always stable. All tour / travel prices are therefore subject to change without prior notice. eHolidays reserves the right to adjust tour prices at the time of the booking in accordance with an increase in airfares, hotel rates / currency fluctuations.

## **7. DOCUMENTATION**

Documentation is only prepared on receipt of full and final payment. It is the personal responsibility of each passenger to ensure that they're in the possession of the correct documentation prior to departure and all information contained therein is correct. eHolidays will not accept responsibility for any consequences arising from the passenger failing to ensure that he / she has complied with the necessary health / passport / visa requirements

## **8. PASSPORTS / VISAS / VACCINATIONS / INOCULATIONS**

The responsibility to obtain correct, current and valid passports, visas, vaccinations, inoculations and re-entry permits where required is the responsibility of the passenger / client alone. eHolidays will not be held responsible or liable for any consequence of any nature arising from the passenger / client failing to ensure the he / she has complied with such requirements. The passenger / traveller is responsible to ensure that they have the correct documents from Home Affairs.

## **9. RESPONSIBILITY AND LIABILITY**

eHolidays acts as an agent only for domestic and international ground operators and airlines and accepts no liability whatsoever for loss, damage, injury, accident, delay or any other irregularity howsoever arising. eHolidays makes every effort to ensure that all the arrangements and services connected with a passengers itinerary will be carried out as specified and / or in the most efficient and effective way possible. We do not however have control over the provision of services by suppliers and cannot accept responsibility or liability for error and omissions of such suppliers. Please be advised that hotels undergo renovations from time to time. Hotels do all possible to limit disruption to their guests. We will not entertain complaints, or requests for refunds, if a hotel is carrying out renovations whilst a guest is a resident.

## **10. DELAYS**

eHolidays will not be responsible for any delays prior to departure nor during the course of travel whether brought about by technical difficulties, strikes, weather conditions or any other circumstances whatsoever, whether foreseen or unforeseen. Any expenses relating to these unscheduled extensions (e.g. Hotels, meals, airfares, telephone calls, etc) will be for the passengers account.

## **11. REFUNDS**

No refunds will be made for no-shows, unused / reduced car rentals / services and attractions entrances. Other refunds may take up to 12 weeks to process although this time frame cannot be guaranteed. Refunds will only be made once payment has been received by the supplier.

## **12. COMMISSION**

All rates advertised on the eHolidays website are 7% commissionable to IATA registered agents noting that this excludes commission on non-commissionable items.

## **13. GENERAL INFORMATION**

- A baggage allowance of 20kg per person is permitted on domestic & international flights (unless otherwise specified). Please ensure you check your luggage restrictions prior to departure.
- Passengers are reminded that they are responsible for reconfirmation of their flights more than 72 hours prior to departure. Failure to do so may result in cancellation of a flight reservation by the airline.
- eHolidays cannot be held responsible for any charges that may appear on a clients credit card, nor have the responsible for having any of these charges reversed or corrected upon the passengers return to South Africa.
- For passengers travelling internationally and intend on driving a rental car, they should obtain an international driving permit from their local AA office. Clients are to ensure that they are in possession of their local driving license as it will be required to be produced at the car rental check in counter
- Please note that special terms and conditions apply at hotels during Trade Fair periods.
- Car hire reservations are only available if the client is in possession of a credit card. A credit card is required for fuel deposit and all extras when collecting the vehicle from the car hire counter.
- eHolidays will endeavour to advise you of all mandatory taxes, which you must pay prior to departure. However, many countries charge departure taxes that can only be paid locally. We therefore recommend that you retain sufficient local currency to meet such charges.
- Whilst every effort is taken to ensure that our pricing is correct, rates quoted are subject to change without notice.