



General Terms and Conditions

Development Promotions is a facilitator of travel arrangements; it neither owns nor operates cruise lines, aircraft, transport, tours or hotels. All travel arrangements made on behalf of travellers are subject to the terms and conditions, and limits of liability imposed by those airlines, transport operators, hoteliers and other service providers whose services are utilised herein referred to as the "Supplier".

1. Quoted Prices & Brochure Information

- All prices quoted or advertised are based on prices and exchange rates prevailing at time of print.
- All information quoted and advertised is checked to the best of our ability and is correct at time of print.
- All quotes are based on dynamic pricing and subject to availability. Prices and availability are not guaranteed until a provisional reservation is held. All rates quoted in foreign currency are subject to the relevant rate of exchange on the day of payment.
- Once your booking is paid in full, you will not be subject to price changes due to rate of exchange fluctuations.
- Development Promotions is not responsible for any changes, which occur subsequent to the publication of our Suppliers' brochures.

2. Reservations

- On receipt of your reservation request, Development Promotions will reserve your holiday as per your written instructions.
- Your reservation is only confirmed once a deposit or full payment is received by Development Promotions.
- It is important to check the confirmation and invoice to ensure that all the details are exactly as you requested.
- A booking form is required for each reservation and should be signed by the client. By signing the booking form, you are confirming that the details on the confirmation are correct, and that you accept the Terms and Conditions of both Development Promotions as well as the terms and conditions of the relevant Supplier.

3. Itinerary Variations

- Due to unforeseen circumstances, Development Promotions reserves the right to cancel hotel accommodation, excursions, flights, cruises, rail journeys and tours prior to departure, in which event the entire tour price paid by the customer will be refunded without prejudice, and without any further obligation on the part of Development Promotions.
- There may be other instances in which change becomes necessary and any resultant expense shall be borne by the customer.
- Itineraries are subject to change at the discretion of the Supplier, and cases are resolved in accordance with Supplier terms and conditions.

4. Booking Guarantee

All bookings confirmed by Development Promotions are guaranteed unless otherwise specified and any booking not specifically cancelled in writing outside of cancellation penalties will be subject to the forfeiture of the deposit and/or a handling/cancellation fee, as prescribed by the Supplier.

5. Deposits/Final Payment/Late Booking Fees

Deposits

- A deposit as per the confirmation of arrangements is required at the time of booking in order to confirm.
- If the deposit is not received in time by Development Promotions, we reserve the right to consider your booking cancelled and to apply the appropriate cancellation charges if applicable.
- It is important to check the confirmation and invoice to ensure that all the details are exactly as you requested.

Final Payment

- All reservations must be prepaid before the final payment due date in accordance with Supplier terms and conditions.
- Failure to remit final payment on due date will result in cancellation of reservations, forfeiture of deposit and may attract cancellation costs.
- Note: Until full payment is received, your entire booking is subject to currency fluctuations.

Late Bookings

- Bookings made close to departure date will require full payment before Development Promotions can request the services. In this case, payment does not guarantee that a booking is confirmed unless or until otherwise stated.
- Should the services not be confirmed, Development Promotions will refund all the money paid. Once services are confirmed, cancellation penalties will apply in accordance with Supplier terms and conditions.
- Development Promotions may charge an administration fee if applicable.



6. Method of Payment

Credit Card Payments

- Credit card payment will only be accepted if Development Promotions is advised in advance and is subject to conditions advised and acceptable to the cardholder, travel agent and Development Promotions.
- Proof will be required that the customer was present at the time of the transaction

Bank Transfers

- Electronic funds transfers are accepted subject to the bank receipt/transmission report being emailed to Development Promotions.
- Credit will only be applicable on the date the funds reflect in Development Promotions bank account.
- For urgent payments, your bank should be requested to do an immediate payment.

7. Cancellation by Development Promotions

- Development Promotions reserves the right to cancel a tour prior to departure due to insufficient numbers or other unforeseen circumstances. In such an event, an alternative of equal or greater services will be provided. Should these options not be acceptable, Development Promotions will refund the full price paid.
- If a tour is cancelled by Development Promotions due to unforeseeable circumstances such as, but not restricted to, severe weather conditions or force majeure, Development Promotions will refund all monies except any cancellation fees levied by airlines and other third parties.
- Unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling, hotel overbooking and faults with transportation or road conditions may also have an effect on the tour itinerary after the commencement date. Any decision made in respect of services by the Supplier to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the Supplier and Development Promotions shall not be liable for any claim whatsoever arising from such events.
- Should any cancellations or changes arise at the discretion of the Supplier, cases are resolved in accordance with Supplier terms and conditions.

8. Refunds

- Refunds are subject to any additional charges or cancellation fees levied by the Supplier.
- Development Promotions may levy a handling fee for bookings cancelled by the client, at a minimum charge of R500.00 plus VAT.
- For bookings in foreign currency, refunds are calculated as per the rate of exchange used at the time of payment.
- Refunds can only be paid out by Development Promotions once the funds have been received from the Supplier.

9. Refusal of Carriage

Development Promotions and/or the relevant Supplier reserves the right to remove clients from services for reasons that impact the enjoyment or safety of other tour members, such as, but not limited to, the physical, medical or mental inability of clients to undertake the arrangements of the tour, unsocial or unruly behaviour or the carriage of prohibitive substances and materials.

10. Taxes & Surcharges

- Advertised prices will include taxes and surcharges. These charges will be quoted as a separate item as these amounts are levied by third parties, and are therefore beyond our control.
- All packages that are inclusive of flights will be subject to airport taxes. Fuel levies charged by airlines and other transportation companies do fluctuate, and is subject to change until your airline ticket or documents are issued.
- Some countries charge additional taxes and levies which may not be included in the price of your booking.
- All taxes and surcharges, included and not included in the package price, will be based on the applicable rate at time of booking

11. Important

- Various Suppliers may impose special terms and conditions regarding deposits, payments, cancellation fees and/or refunds from time to time. All reservations would be subject to these additional conditions.
- Please ensure that you have read and understand all Suppliers' terms and conditions.

12. Air Tickets & Reconfirmation

- Please note that all tickets issued on your behalf shall constitute the sole contract between yourself and the airline.
- Please be reminded that it is your responsibility to reconfirm all your flights at least 72 hours prior to your departure.
- Please check well in advance that the check-in and/or departure times for all your flights, transfers and tours with your travel agent or any representative of Development Promotions (as indicated on your vouchers) are correct. Failure to do so may result in cancellation of reservation.

13. Airlines

Airlines featured in our packages do not by virtue of their endorsement represent themselves either as contracting with any purchaser of a holiday from Development Promotions or as having any legal relationship with such a purchaser.



14. Voucher & Itineraries

23 on Eaton, Bryanston, Johannesburg

Must be checked upon receipt and all inaccuracies reported as soon as possible. Development Promotions will not be liable for any inaccuracies after departure from South Africa.

15. Passport, Visas, Vaccinations, Inoculations & Re-Entry Permits

- The responsibility to obtain correct, current and valid passports, visas, vaccinations, inoculations and re-entry permits required is that of the passenger alone.
- Development Promotions will not be held responsible or liable for any consequence of any nature arising from the customer failing to ensure that he/she has complied with all such requirements.

16. Responsibility

- Development Promotions acts as a co-ordinator in the making of all arrangements for transportation, sightseeing and hotel accommodation. Development Promotions does not own, manage, control or operate any transportation vehicle, any hotel or restaurant, or any other supplier of services.
- All coupons, receipts and tickets are issued subject to the terms and conditions specified by the Supplier and all services are subject to laws of the country where the services are provided.
- Development Promotions acts only as an agent for the owners, contractors and Suppliers of transportation and/or other related travel services provided and assumes no responsibility for the loss or damage to baggage or property or for any injury, illness or death or for any damages or claims howsoever caused arising directly or indirectly from accidents, loss or damage to person or property delays, transport, failure, strikes, wars and uprisings or acts of God etc. over which the Company has no control.

17. Delays

Development Promotions does not hold itself responsible for any delays prior to departure, nor during the course of any services, whether brought about by technical difficulties, strikes, weather conditions or any other circumstances whatsoever, whether foreseen or unforeseen. It is understood that any expenses relating to these unscheduled extensions (e.g. hotels, meals, airfares, telephone calls etc.) will be for the passenger's account. Passengers must refer to their respective travel insurance product purchased.

18. Travel Agent Responsibilities as Intermediaries

It is the travel agents' responsibility to ensure that all invoice and itinerary details and documentation issued and made available by Development Promotions are correct and that the customer is aware of amendment and cancellation conditions and other clauses in these Booking Conditions.

19. Legal Jurisdiction

South African law and the jurisdiction of South African courts will govern the relationship between the Client and the Operator. The Operator shall be entitled to institute any legal proceedings arising out of or in connection with this contract in any Magistrates Court having jurisdiction.

20. Procedures for Lodging Complaints or Claims

Should the client not be satisfied with any aspect of their arrangements they must immediately inform a representative of the Supplier, guide or ground operator who will endeavour to resolve the issue at the time. If this is not possible and you wish to lodge a complaint or claim this must be done in writing via the travel agent to Development Promotions in South Africa within 7 days of the date of the completion of your Development Promotions arrangements. Relevant receipts and substantiating evidence must be attached to the letter of claim.

21. General Information

- Development Promotions cannot be held responsible for any charges that appear on a passenger's credit card, nor accept responsibility for having any of these charges reversed or corrected upon the passengers' return.
- If passengers intend to drive a rental car, a valid South African or international licence is required. Please ensure that you are in possession of a valid drivers' licence as well as a credit card as you will be asked to produce them at the car rental check-in counter.

22. Hotel Descriptions, Maps & Pictures

- Hotel descriptions featured in our Principals brochures are based on current hotel guides and contractual agreements provided by Suppliers. Any facilities described are subject to change at any time.
- Maps and photographs are included for general information only and may not necessarily reflect actual routings, location or services.
- Hotel room photographs may not be specific to the actual room occupied.



23. Single Supplements

Passengers travelling solo may be subject to single supplements in accordance with Supplier rules unless the Supplier is able to match together “willing to share” passengers of the same gender. This offer is available on select products only.

24. Consular Advice

- We recommend that you review information provided by the South African Department of International Relations and Cooperation prior to making your booking by visiting their website www.dirco.gov.za for the latest information. We strongly recommend that you familiarize yourself with the latest Government Consular advice and information regarding the country you intend to visit.

- It is advised that you register your details prior to departure on the Registration of South Africans Abroad website www.ROSA.gov.za.

25. Programme Validity & Prices

- Prices are quoted in either SA Rand or the currency applied by the overseas Supplier
- SA Rand prices for payment are calculated by using an exchange rate determined by Development Promotions based on prevailing exchange rates available from commercial banks. ZAR (South African Rand) prices confirmed on day of payment will be valid provided that payment is received the same day - thereafter prices are subject to revision in accordance with prevailing Development Promotions exchange rates and fluctuation in airfares, government and other taxes and fuel surcharges and any other conditions outside the control of Development Promotions.
- For Credit Card payments processed directly to overseas Suppliers, the exchange rate is determined by the clients' credit card company. This facility is available for select Suppliers only.
- Deposits paid secure bookings but final payment amount will be subject to the rate of exchange on the day of payment

26. Immigration, Health, Travel Insurance & Children

- Your Travel Agent will be able to assist you with all details in obtaining the necessary travel documentation.
- It is ultimately the passengers' responsibility to ensure that they are in possession of valid passports with at least three blank pages next to each other, valid for at least 6 months after return date, as well as health documents and any visas that may be required.
- Passengers are accordingly strongly advised to take out travel insurance covering personal accident, medical expenses, emergency repatriation, baggage loss and loss of funds through cancellation or curtailment.
- Passengers are responsible for their own insurance and Development Promotions will not be liable in the event of a passenger failing to take adequate insurance cover. All sporting activities undertaken by passengers are of their own choice and at their own risk. Development Promotions shall not be responsible for any accidents that may occur.
- Passengers may be given a medical certificate at time of booking which must be completed by a medical practitioner and returned with their booking form if required by Supplier.
- Passengers may be required to submit a letter of fitness completed by their medical practitioner confirming they can undertake the demands of their tour/ cruise unaided.

PLEASE NOTE

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