



A S A N T E
T R A V E L

Asante Travel Terms & Conditions

PASSPORT:

It is essential that the names of all passengers recorded in the reservation correspond exactly with those in the passport or Identity document and cannot be re-issued due to incorrect name. Ensure your passport is valid for 6 months after your return date and you have 2 clean pages adjacent to one another still available in your passport. Ensure your passport is completed with your emergency contact details and signed.

VISA:

The granting of a Visa is, in effect, only a form of pre-entry clearance. It does not guarantee permission to enter the respective Country. The immigration officer reserves the right to grant or deny admission at the point of entry. Asante Travel (Pty) Ltd will not accept liability for any expenses incurred due to visa applications being denied or should the correct visas not have been applied for. Please check with the embassy or consulate relevant to the country you would be travelling to as Asante Travel do not take any responsibility for clients travelling without the required visas or travel documentation.

FOREIGN CURRENCY:

This may be purchased two months prior to your departure, in the form of Cash, Travellers Cheques, Prepaid Global Cash Card and Credit Card endorsement. Ensure you travel with a copy of your forex receipt as immigrations may randomly request a copy.

FLIGHTS:

Reconfirm all flights 24 hours prior to departure

Check in 2 hours prior to departure for International & 1 hour for domestic flights

Declare all electronic equipment as you will be asked for a receipt upon return to your home country to avoid being taxed on your own items.

A NO SHOW is classified as a cancellation; always notify the airline or Asante Travel if you will not be taking a flight.

Keep all boarding passes in the event of an unaccredited miles



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Fare rules and conditions apply once the tickets have been issued

Please ensure that Asante Travel has all your correct flight details. A copy thereof will be required.

BAGGAGE:

Ensure you are aware of your free baggage allowance for all flights which is available on the airlines website. More airlines are beginning to charge for more than 1 bag. When travelling on safari, it is vital to pack soft bags and to stay within in the weight restriction. Asante Travel does not accept any responsibility for bags not being allowed on planes due to type of luggage used, oversized bags or for clients exceeding luggage allowance. If more luggage allowance are needed, please discuss with your consultant – additional costs might be incurred.

HEALTH REQUIREMENTS:

Ensure that all health requirements and necessary inoculations are in order. Contact your local Travel Clinic for further information on required and up to date health requirements.

TRAVELLING WITH CHILDREN

The New Immigration Regulation dictates that as from 01 October 2014 children require UNABRIDGED BIRTH CERTIFICATES, along with their passports, when travelling. In addition to internationally acceptable travel documents even if travelling with both parents.

Ensure you always travel with your ID / passport document / Unabridged Birth Certificates for children

TRAVEL INSURANCE:

It is vital that sufficient travel insurance be purchased to cover the duration of your trip. Please note that travel insurance may only be purchased prior to your departure. It is recommended to purchase the travel insurance on the same day the tickets are issued as you will be covered from this moment until your return. Asante Travel (Pty) Ltd strongly recommends additional insurance cover over and above the free cover supplied by the credit card company applicable when purchasing air tickets on credit card. It is necessary to check with the relevant credit card company, regarding the detail and extent of the free insurance cover applicable. Travel insurance is essential against cancellations, curtailments, and illness, loss of baggage and default at the time of booking.



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PAYMENT TERMS:

Payment terms might vary according to the supplier, but as a general rule:

- 30% of all land arrangements payable immediately upon confirmation
- Full price of airfare immediately payable upon confirmation
- Balance payable 60 days prior to arrival date

Bank charges for client account

Payment with credit card might incur additional charges

Payments not being processed timeously might lead to booking being cancelled.

Invoice might be in ZAR or USD, depending on currency that Asante Travel is being billed by the supplier. Please pay close attention to invoice details.

CANCELLATION TERMS:

Cancellation policy will vary according to suppliers, but as general rule, the following rules will apply:

- Airfare is non refundable
- Cancellations 90 days + prior to travel : 10% cancellation penalty would apply
- Cancellations between 60 – 89 days : 25% cancellation penalty would apply
- Cancellations between 30 – 59 days : 50% cancellation penalty would apply
- Cancellation 15 – 29 days : 75 % cancellation penalty would apply
- Cancellation 2 – 14 days : 100% cancellation penalty would apply
- NO SHOW – 100% cancellation penalty would apply

LIABILITY

Asante Travel (Pty) Ltd acts only as an agent between the traveller and the supplier. Asante Travel (Pty) Ltd cannot be held liable for any loss, damage, accident, delay or inconvenience caused by the supplier. Please note all fares and rates are estimations and subject to change without prior notice. Asante Travel will make every effort to ensure that all arrangements and services connected with your travel arrangements are carried out in the most efficient and effective way possible. Asante Travel accept no liability for changes, omissions or delays before or during the course of any travel arrangements occasioned by technical difficulties, weather conditions, Any Acts of God, strikes or communication breakdown. All passengers will be responsible for ensuring that they are in possession of the correct documentation prior to departure. Professional fees charged by Asante Travel (Pty) Ltd are non-refundable



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I, _____ hereby accept the above terms and conditions.

Date: _____

Signature:
