

Booking Form

Postal address: Postnet 274, Private Bag X4, Menlo Park, 0102
 Reservations: Tel: 0861 100 078 / Fax: 086 678 6584
 Marketing: Tel: 083 297 0344 / Fax: 086 678 7749
info@exploreplus.co.za / www.exploreplus.co.za



PLEASE COMPLETE AND RETURN BY E-MAIL OR FAX

Passenger details: PLEASE COMPLETE THE FORM IN CAPITAL LETTERS

MR, MRS, MISS	SURNAME <i>(As on passport)</i>	ALL NAMES AS ON PASSPORT <i>(No nicknames)</i>	NICK NAME	DATE OF BIRTH

*** PLEASE NOTE: Clear passport copies required immediately upon booking**

Main traveller: Contact details & e-mail address:

NAME & SURNAME:	TEL NO: (W)	
	MOBILE NO:	
EMAIL ADDRESS:		

Second traveller: Mobile number:

NAME & SURNAME:	MOBILE NO:
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Next of kin: IN CASE OF AN EMERGENCY WHILE YOU ARE AWAY:

NAME & SURNAME:	TEL NO: (W)	
	MOBILE NO:	

Do you want "eXplore+" to arrange your Visa?	<input type="checkbox"/> YES <input type="checkbox"/> NO
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Do you want "eXplore+" to arrange your insurance?	<input type="checkbox"/> YES <input type="checkbox"/> NO
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If declining travel insurance offered by us you're waiving eXplore Plus from any responsibility should anything happen to you whilst travelling.

DESTINATION: _____

DATE OF DEPARTURE: _____ **RETURN DATE:** _____

SPECIAL REQUIREMENTS (e.g. meals & allergies):

PHYSICAL ADDRESS:

HOTEL ROOM	Double: <input style="width: 40px;" type="text"/>	Single: <input style="width: 40px;" type="text"/>	Triple: <input style="width: 40px;" type="text"/>	Twin (with 2 single beds): <input style="width: 40px;" type="text"/>
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By signing this booking form you are deemed to have read, understood and accepted the eXplore Plus Terms and Conditions and you agree to comply with them. Your signature also means that you have the authority and contractual capacity to act on behalf of and bind the other people whose names appear on this booking form. If you do not have this authority they must complete their own booking form.

Name: _____ **Signature:** _____ **Date:** _____

Booking Conditions

Please read the following booking conditions carefully, as they set out the terms and conditions of the contract between you and eXplore Plus Travel & Tours (**refers to as eXplore+ in the terms and conditions**). We act as booking agents for the suppliers of the component parts of the holiday we organise, and as such, bookings for their services will form a direct contract between you and the relevant supplier, and will be subject to that supplier's standard terms and conditions.

GENERAL CONDITIONS

EXPLORE PLUS TRAVEL & TOURS (eXplore+) and/or its agents shall not be liable for injury, damage or loss including consequential loss to any person or their possessions howsoever caused, including personal injury, disease or death caused by or contributed to by negligence by the corporation, its employees or agents. **eXplore+** shall not be liable for any claims or if any additional expenses incurred through delays, accidents, or disruption of planned itineraries beyond the control of **eXplore+** (e.g.: flight delays, wars, strikes, weather, act of God, etc) or considered advisable by us, such expenses are to be borne by the client. If **eXplore+** considers any client as an unsuitable person for any tour, it may in its absolute discretion, cancel such client's booking or decline to carry such person further. All baggage including personal items is at all times and in all circumstances at "owner's risk". The information in the brochures, circular, leaflets, videos and other advertisements issued by **eXplore+** or its agents is given in good faith and unless specifically stated shall not form part of any contract between the client and **eXplore+**. No agent, servant, representative or client of **eXplore+** has any right to alter, vary or waive any of these conditions. While every precaution is taken on the tour, **eXplore+** or its agents does not hold itself responsible for death or any injury or loss, which might occur to such persons sustained from any cause whatsoever. The client hereby indemnifies and holds **eXplore+** and its agents harmless against any and all claims in respect of personal injury or damages, either direct or consequential arising from any cause whatsoever as a result of the participation by the client and persons under his authority on the tour.

BOOKING CONDITIONS

The deposit amount will be advised at the time of booking for your particular travel arrangements. The exchange rate on the date (bank selling rate) of final payment will be used as the basis to calculate the balance of your tour package. The balance of payment is due no later than **six weeks** before date of departure or by special arrangements. Bookings shall be considered full and paid up once the money reflects in our account. Should the invoice not be paid within the confirmed time, eXplore Plus reserves the right to re-issue the invoice if increases in foreign exchange rates, airline rates or any other related costs occur. Travel documents are not released until **eXplore+** have received full payment & a complete signed booking form.

PARK FEES & TAXES

Park Fees, fuel, government taxes & VAT are statutory rates and are subject to change without prior notice at the discretion of authorities. eXplore+ reserves the right to increase the tour prices to cover increases in such fees which are beyond our control (even after your packages is paid in full). Proof/confirmation of any increases that are beyond our control will be shared as confirmation.

CANCELLATIONS

In the event of clients cancelling their reservations **eXplore+** shall have the right either to claim the total amount of any deposit paid by such client or to claim any damages suffered by the company. In accordance with the international policy adopted by tour operators **eXplore+** reserves the right to cancel any tour before departure in which event the entire payment will be refunded without any further obligation on the part of the Company. If you wish to cancel your booking you must advise us immediately. You will be liable to pay the following cancellation charges:

- When we have a signed booking form and the reservation is cancelled (even without a deposit received), **eXplore+** shall have the right to claim any damages suffered by the company due to this cancellation.
- Where your booking includes airfare, the relevant charges are levied by the airline. In some circumstances this may be 100% of the total fare, regardless of when cancellation is effected.
- Where your booking is for a package, you will be responsible for all cancellation charges, of whatsoever nature, imposed by the suppliers providing the component parts of such travel arrangements.
- **eXplore+** charges a cancellation fee equal to 10% of the package price on any finalised booking. However, **eXplore+** reserves the right to charge a cancellation fee of up to 100% of the total package, in its sole discretion, in particular circumstances. Any monies, which you have already paid to eXplore+ will be taken by us as payment or part payment of any cancellation charges.

AIRLINE REFUND PROCEDURES

Where your booking includes a special fare, the relevant charges are levied by the airline. In some circumstances this may be 100% of the total fare, regardless of when cancellation is made. Refund policies of the various airlines vary greatly. Tickets returned to eXplore+ will be presented to the relevant airline for assessment. Should a refund be authorised, such refund will be made to you, after cancellation or administration charges have been deducted. Refunds may take up to 12 weeks to process although this time frame cannot be guaranteed by eXplore+.

CONNECTING FLIGHTS

It is highly recommend that you book your add-on (domestic flights in South Africa) in conjunction with your international ticket as if in the event of cancelled or delayed flights it is the airline's responsibility to adjust your connecting flight accordingly. In the event of an airline not offering add-on domestic flights or of the clients booking their own flights, it is the clients' responsibility to adjust these connecting flights according to new international flight times and vice versa.

TOUR LEADER RESPONSIBILITY

The traveller who signs the booking form for and on behalf of all travellers will be responsible for passing on all information, vouchers, schedule changes or any other information forwarded by eXplore+ to him/her/them. eXplore+ does not take any responsibility for failure to do so.

TRAVEL INSURANCE

It is strongly advised that all clients take out adequate insurance cover such as cancellation due to illness, accident or injury, personal accident and personal liability, loss of or damage to baggage and sports equipment. eXplore+ will not be responsible or liable if the client fails to take adequate insurance cover or at all. Once the insurance has been confirmed and paid for, the client will be issued with a policy document of the insurer. It is a complex document, which must be READ BEFORE you initiate your travel so that you can address any queries you may have to the insurer PRIOR to your departure. Please note that various credit card companies offer limited levels of travel insurance, which eXplore+ does not consider sufficient cover for international travel. Kindly check with the respective credit card companies in order to obtain specific details of the cover.

PASSPORTS, VACCINATIONS, VISAS & INOCULATIONS

It is entirely the clients duty to ensure that all passports & visas are current, valid, obtained on time and that any vaccinations, inoculations, prophylactics (e.g. for malaria) and the like, where required, have been obtained. eXplore+, their staff and their agents cannot be held liable for any required travel documents such as visas, etc. not held by the guests, nor can it be held liable for the cost of obtaining visas and other required documents. Passports must be valid for 6 months after return to South Africa.

UNSCEDULED EXTENSIONS / CHANGES

In the unlikely event of there being an unscheduled extension to the holiday caused by flight delays, bad weather, strikes or any other cause which is beyond the control of eXplore+, it is understood that expenses relating to those unscheduled extensions will be for the passenger's account. Whilst eXplore+ uses its best endeavours to ensure that all anticipated accommodation is available as planned, there shall be no claim of any nature whatsoever against eXplore+ for a refund either in the whole or part, if any accommodation or excursion is unavailable and a reasonable alternative is found. If the guest is unable to use any of the services provided in the amended itinerary, no refunds will be due. In the event when the itinerary must be re-route by our service providers eXplore+ can not held responsible.

TRAVEL DOCUMENTS

Documents (vouchers, itineraries, tickets, etc.) are only prepared on receipt of full payment of the package price, and signed & completed Booking Form, and will be ready 48 hours after payment has been received. It is important that you check all details of your travel documents (including your itinerary) before leaving South Africa. If there are any inaccuracies on any of your travel documents, or should you have any further queries, you should contact your travel agent immediately. eXplore Plus will not be liable for any delay and/or loss occasioned as a result of any inaccuracies on any travel documents once you are in receipt thereof and you have left South Africa.

BREAK-AWAYS, CLAIMS & REFUNDS

Except for verifiable extenuating circumstances, refunds are not made for any missed tour services. Whilst it is possible to break away from the planned holiday itineraries, it is understood that such break-aways will be for the passenger's account and there will be no refunds under any circumstances for unused services unless prior arrangements have been made with **eXplore+** prior to the issue of documentation. Refunds will not be made for unused sightseeing trips or meals. **eXplore+** will not accept any liability for any claims that are not received within 7 days of the termination of your tour.

COMPLAINS

In the event that you have any reason to complain, or experience any problems with your holiday whilst away, you must immediately inform the supplier of the services in question. If you are still dissatisfied, you must notify **eXplore+** immediately to enable us to resolve the problem. Failure to give us the opportunity to resolve any problem at the time it occurs may result in either a reduction, or complete extinction, of any rights which you may have to claim compensation. If you remain dissatisfied, contact your booking consultant with full details of your complaint.

