



Abang Africa Travel

Travel with heart and soul

PAYMENT PROCEDURES

Dear Sir, Madam,

We have the pleasure in acknowledging the confirmation of your booking and thank you for choosing Abang Africa Travel for your travel arrangements in southern Africa.

What happens from here?

- Step 1: settle your invoice
- Step 2: on receipt of your payment, we will pay your hotels, car-rentals, excursions etc. and send you your hotel list.
- Step 3: at your first "contact" address in southern Africa, you will receive a comprehensive travel pack including:
 - vouchers – acting as proof of payment for you to present on arrival at your hotel/excursion,
 - a detailed travel schedule with route descriptions and general travel information which will act as your travel guide on your trip through southern Africa.
- Step 4: 24 hour emergency phone line available; +27 (0) 83 270 2000

Please refer to our booking cost sheet that you have been sent – this serves as your invoice. To secure your booking, the majority of our local suppliers require payment. Some lodges will even cancel the booking automatically if the payment has not been received. We therefore kindly request you to transfer the following deposit:

DEPOSITS REQUIRED PRIOR TO ARRIVAL

R2500 OR 25% (whichever is the larger amount) of the totals cost of the booking is required at the time of booking

The balance is due on or before 8 weeks prior to departure. We will provide you with an invoice stipulating the balance. In some cases – such as peak periods or full services such as 5* lodges, National Parks and rail journeys, payment conditions may vary – your consultant will advise you.

We have the right to cancel the booking should you fail to provide full payment by the due date.

To **avoid double bank charges**, payment can be made in full now.

Please note our banking details:

NAME OF THE BANK	: STANDARD BANK OF SOUTH AFRICA
BRANCH	: CONSTANTIA
ADDRESS	: Shop 23A, Constantia Courtyard, Main Road, Constantia
BRANCH CODE (IBAN)	: 02530917
SWIFT NUMBER (BIC)	: SB ZA ZA JJ (only applicable to clients paying from outside South Africa)
ACCOUNT HOLDER	: ABANG AFRICA TRAVEL
ACCOUNT NUMBER	: 07177106.9

Kindly **instruct your bank when paying, to take into consideration the hidden costs/deductions** in order for Abang Africa Travel to receive the full amount of the invoice. Deposit slips need to be faxed to: + 27 (0) 21 426 1336 or emailed to your

consultant and **must reflect your booking number which is located on the top right hand corner of the quotation/cost sheet.** Please refer to our terms and conditions enclosed governing your booking. If there are any other queries concerning the reservation, payment, cancellation, or travel documentation, please contact us for assistance.

TERMS AND CONDITIONS

Abang Africa Travel reserves the right to cancel held reservations, if the deposit and/or balance of payment is not received in due time.

The rates mentioned in the invoice are in South African Rand (SAR/ZAR), even though the travel arrangements might be covering other countries where other currencies are used.

The rates remain subject to change and Abang Africa Travel reserves the right to pass on any increases in rates caused by extreme currency exchange fluctuation, changes in taxes etc.!

BOOKING CONFIRMATION (and associated cancellation and change costs thereafter)

Once you have paid in full – your reservation is secured. However, if, for whatever reason YOU need to cancel your booking, please note cancellation conditions below.

Please make sure you have relevant travel insurance to cover unforeseen circumstances causing cancellation.

CANCELLATION FEES

Days before arrival	% of the total of the booking
28+ days	deposit
21-28 days	40%
14-21 days	50%
7-14 days	75%
0-7 days	100%

CHANGES

Any changes made once you have received your invoice result in a R250 admin fee, plus any costs associated with actually changing the service. Requests for change must be made in writing.

HOTEL LIST, ROUTEDESCRIPTION, E-Tickets & VOUCHERS

Upon full and final payment being received we will send you a digital hotel list, if applicable digital E-tickets and vouchers, detailing where you will be staying and the contact details. Should you wish we can also send an electronic version of your Route Description by email as well, please request this from your consultant.

WELCOME ENVELOPE

Unless other arrangements are made, Abang Africa Travel will welcome you in southern Africa by sending your envelope including above mentioned travel documentation to your first ‘contact’ in the country.

Since most of our clients will travel by rental car, the envelope has been forwarded to the car-rental company from where you collect your car. Please request the envelope if you are not offered it.

Self-drive clients can also request to have their vouchers and route-descriptions send digitally before travelling. The quality of the digital travel documents will however depend of the hardware/software equipment of the receiving party. If you are not hiring a car, we will advise you where we will leave the welcome envelope at the airport you arrive at.

ACCEPTANCE OF TERMS AND CONDITIONS

By paying your deposit Abang Africa Travel & Trust indicates acceptance of our terms and conditions*.

I, the undersign, have read and agrees & accepts the terms and conditions as above:

Name of Client Signature of Client

Date

* Please fax this page signed back to Abang Africa Travel to confirm your booking on: +27 (0) 21 426 1336

FREQUENTLY ASKED QUESTIONS WE HAVE RECEIVED FROM OUR CLIENTS

► **LEGAL TRAVEL PAPERS – DRIVERS LICENCES AND MEDICAL REQUIREMENTS**

Travelers are responsible for obtaining valid travel documents (such as passport–driver’s license) and information regarding immigration and custom rules and regulations.

Please note that all foreign travelers wishing to drive in South Africa require an international driver’s license. Travelers are advised to consult the local consulate or embassy of the destination country for special requirements. Travelers must consult their physician for any applicable health considerations and medical requirements.

► **CAR / MOTORBIKE RENTAL POLICY**

Kindly be advised that when a rental car is hired, your credit card details will be requested when the vehicle is collected from the car-rental company. A holding deposit will be held on your credit card for the duration of the rental. Amounts that could be charged on your card include petrol (if you have not filled the tank when dropping off the car), any excess damages or any other options such as baby seats, one way fees or drop off fees not included in the original booking request.

► **SPECIAL REQUESTS & ABANG AFRICA TRUST**

Clients can request special preferences, which African Abang Africa Travel will note and forward to its suppliers. However, taking note of these special requests does not in any way constitute a guarantee by Abang Africa Travel or its service suppliers.

Founded by us, nonprofit organization Abang Africa Trust supports various projects in southern Africa. In addition to providing financial support, Abang Africa Travel is also involved with hands-on collaboration in various tourism related projects. Supporting these various projects is part of our responsible tourism policy. Your support is welcomed, please find a donation form with your travel documents or order one via projects@abangafrica.com For more information have a look on our website; www.abangafrica.org

► **ACCOMMODATION**

In most travel arrangements and where applicable, Abang Africa Travel is aiming for a personalized and responsible selection of accommodation. Descriptions of types of accommodation such as Dorm, Standard, Superior, Deluxe, Suites, Sea-Mountain-etc view, are terms used by the providers of the accommodation and are not an Abang Africa Travel classification. *In general the accommodation can be booked on basis of RO (room only) – BB (bed and Breakfast) – DBB (dinner bed and breakfast) and FB (full board = room and all meals included). Some private game lodge use the term FB for dinner, bed, breakfast/brunch and game drives (safari).*



► YOUR COMMENTS / COMPLAINTS

During the journey you can contact Abang Africa Travel regarding any problems or complaints. In case of an emergency the 24hours contact numbers are included in the travel-documentation.

It is imperative that any complaints be made known to Abang Africa Travel without any delay so that appropriate action can be taken. Once a complaint has been received it will be investigated and the relevant findings, solutions or comments will be communicated back to the client. Abang Africa Travel only acts as an agent for the owners and operators of accommodation, transport companies and excursion operators and can therefore only be held responsible up to a maximum of the purchase price of the service(s) provided.

Abang Africa Travel cannot be held responsible for, or be held liable for the consequences of; strikes, war, riots, thefts, pilferage, epidemics, quarantines, weather, acts of nature or other circumstances beyond its control. Abang Africa Travel does appreciate your feedback and comments on services you used during your journey; please refer to our comment report which can be found with your travel documents.

We look forward to welcoming you to southern Africa! Ube no hambo oluhle – Have a safe journey!

ABANG AFRICA TRAVEL & TRUST Tel: +27(0)217 426 1334/0 Fax: +27 (0) 21 426 1336
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