African Ample Assistance (Pty) Ltd
PO Box 26533
Hout Bay 7872
Cape Town, South Africa
Tel: +27 (0)21 790 7148
info@aaatravel.co.za
www.aaatravel.co.za
VAT: 423 018 7355
2025/246885/07 G&J Kreeftenberg

TERMS AND CONDITIONS

Thank you for choosing African Ample Assistance (Pty) Ltd (AAA Travel) as your partner in all travel arrangements in Southern Africa. We are looking forward to assisting you and your travelers in a personal and professional way aiming to make a lifetime memory out of the time spent in South Africa and/or the surrounding destinations.
A designated consultant from AAA Travel will send an initial quote in response to an enquiry within 24 -48 hours. Once the quote has been accepted in writing, AAA Travel will make all necessary reservations and send a confirmation/invoice once all your requested services have been booked on your behalf. A deposit is required for the consultant to secure these services.

DEPOSITS REQUIRED:

- 25% of the total cost of the booking is required at the time of booking.
- The balance is due to AAA Travel on or before 8 weeks prior to departure. In some cases – such as peak periods or for services such as 5* lodges, National Parks and rail journeys and flights; payment conditions and cancellation rules may vary – your consultant will advise you.
- **To avoid double bank charges**, payment can also be made in full.

Please note our banking details:

Bank name;	Investec Bank Limited
Branch name;	100 Grayston Drive, Sandton
Account name;	African Ample Assistance (Pty) Ltd
Account number;	10011453891
Swift Code;	IVESZAJJXXX

Kindly instruct your bank when making payment to take into consideration the banking fees for AAA Travel to receive the full amount as reflected on the invoice. Please be so kind as to send us proof of payment to the following email address: info@aaatravel.co.za and please remember to include the booking number which is located near the top left corner of the confirmation/invoice – it should start with "SAFI".

CANCELLATION FEES:

Once you have paid in full – AAA Travel will secure with the various suppliers, all reservations made on your behalf.
AAA Travel reserves the right to cancel reservations, if the deposit and/or balance of payment is not received by due date.
However, if for whatever reason you need to cancel your booking, please note the cancellation charges and conditions below.

CANCELLATION FEES:

Days before arrival:

28 days +	deposit
22-27days	40%
15-21days	50%
8-14 days	75%
0-7 days	100%

CHANGES:

Any changes to be made once you have received your invoice (final booking cost sheet) will result in a R500 administration fee, plus any costs associated with changing the service. Requests for changes must be made in writing.

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PRICES:

The rates mentioned on your invoice are in South African Rand, even though the travel arrangements might be covering other countries where other currencies are used.

The rates are inclusive of commission and remain subject to change and AAA Travel reserves the right to pass on any increases in rates caused by currency exchange fluctuation, changes in taxes etc. until such time as you have paid in full.

FLIGHTS:

Once booked, all scheduled flights (booked by AAA Travel on your behalf) will be subject to a cancellation fee, unless otherwise specified – your consultant will inform you. AAA Travel is not accountable should an airline cease trading, change schedules or cancel a flight. The associated itinerary changes are also not for AAA Travel's account.

WETU – Your Digital Travel Documentation

Following our dedication to contribute to a greener planet (since 2016 AAA Travel is Travelife certified) we have reduced our printing output to a minimum by going into partnership with WETU which provides your clients with a comprehensive digital guide service. Upon full and final payment being received, AAA Travel will send a digital itinerary which includes the hotel list and all service vouchers, detailing where your clients will be staying and contact details which can be forwarded on to them.

ASSISTANCE DURING TRAVEL / COMPLAINTS:

During the journey AAA Travel can be contacted regarding any problems or complaints. In case of an emergency, a 24-hour contact number is included within the digital travel documentation.

It is imperative that any complaints be made known to AAA 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.

AAA Travel only acts as an intermediary 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 rate of the service(s) provided.

AAA 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.

TERMS AND CONDITIONS READ AND ACCEPTED on_____.

Name: _____ Signature_____.

Without signature hereon, any payment received for confirmation of invoices distributed, will serve as acceptance of these terms and conditions.

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OTHER FREQUENTLY ASKED QUESTIONS

► LEGAL TRAVEL PAPERS – DRIVERS LICENCES AND MEDICAL REQUIREMENTS

Travelers are responsible for obtaining valid travel documents, visas and information regarding immigration and custom rules and regulations.

Travelers are advised to consult the local consulate or embassy of the destination country for special requirements. Please note that all visitors to South Africa require a minimum of 3 blank pages in their passport and that their passport needs to be valid for at least 6 months.

As from 1st June 2015, children travelling to, from and through SA will be required to produce an birth certificate – or the equivalent, from their country of origin – which must state the names of the child's mother and father. The birth certificates must be in English thereby allowing South Africa's customs officials to read them.
Where only one parent is travelling with a child, (or children), each child has to produce a valid passport, a BC or Equivalent Document for each travelling child and the Parental Consent letter from the non-travelling parent whose details are recorded on the Birth Certificate.

Travelers must consult their physician for any applicable health considerations and medical requirements (such as precautions against malaria).

► TRAVEL INSURANCE

Travelers are responsible for obtaining comprehensive travel insurance covering them for loss of personal effects, personal accidents and emergency travel expenses, cancellations and curtailment. Please make sure your client has relevant travel insurance to cover unforeseen circumstances causing cancellation either before or during their holiday. It is recommended that you provide your consultant with the policy number and emergency contact details in case of an emergency.

► CAR / MOTORBIKE RENTAL POLICY

Please note that all foreign travelers wishing to drive in South Africa require an international driver's license, their own driver's license and a credit card. A holding deposit will be held on your client's credit card for the duration of the rental. Amounts that could be charged to your client's card include petrol costs, toll fees, any excess damages or for any other options such as baby seats, one-way fees or drop off fees that are not included in the original booking confirmation.

► SPECIAL REQUESTS

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

► ACCOMMODATION

In most travel arrangements AAA Travel is aiming for a personalized selection of accommodation. Descriptions of types of accommodation such as Standard, Superior, Deluxe, Suites, Sea-Mountain-etc. view, are terms used by the providers of the accommodation and are not a AAA Travel classification.

In general accommodation can be booked on basis of RO (room only), BB (Bed & Breakfast), DBB (Dinner, Bed & Breakfast) and FB (Full Board; room and 3 meals included). Some private game lodges use the term FB for dinner, bed, breakfast/brunch and game drives.

Anything to add here??