



BOOKING TERMS AND CONDITIONS

Elevate Travel (Pty) Ltd Booking Terms and Conditions

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BOOKING TERMS AND CONDITIONS

1. Understanding Your Contract with Us and Third-Party Service Providers

When you book travel through Elevate Travel (Pty) Ltd ("we", "us", or "our"), you enter into two agreements:

- **Agreement with Us:** This agreement encompasses these Booking Terms and Conditions.
- **Agreement with Third-Party Service Providers:** We act as an agent for various service providers, including airlines, hotels, tour operators, car rental companies, and others ("Third-Party Service Providers"). Each has its own terms and conditions governing your travel arrangements.

By accepting these Booking Terms and Conditions, you also agree to be bound by the terms and conditions of the relevant Third-Party Service Providers. In case of any inconsistency, the Third-Party Service Provider's terms will prevail. Details of these providers and their terms can be found on their respective websites or obtained through us.

We rely on the authority of the individual making the booking to act on behalf of all travelers included in the booking. By proceeding, you confirm that you are authorized to do so and that all travelers agree to these terms and the applicable Third-Party Service Provider agreements.

2. Our Role as an Agent

Elevate Travel (Pty) Ltd acts solely as an agent for Third-Party Service Providers. We facilitate the booking of travel services on your behalf but do not provide these services ourselves. Therefore, we are not liable for any loss, damage, injury, or death resulting from actions or omissions of these providers.

In the event a Third-Party Service Provider becomes insolvent or is unable to fulfill your booking, our obligation is limited to assisting you in seeking any remedies available under the applicable laws. We are not responsible for reimbursing you for the cost of your booking or any associated losses.

3. Prices and Payment

All prices are subject to availability and can change without prior notice. Prices are confirmed at the time of payment. Until full payment is received, prices may vary due to factors like exchange rate fluctuations, increased demand, or supplier adjustments.

We accept the following payment methods:

- **Credit and Debit Cards:** Payments can be made in-store or, in certain cases, directly on the Third-Party Service Provider's website. Proof of payment must be provided to us promptly. We are not responsible for any additional costs or compliance issues arising from direct payments to Third-Party Service Providers.



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- **Electronic Funds Transfer (EFT):** EFT payments are not applicable to online bookings. If you choose this method, request our bank details and ensure payment is made at least three business days before the due date. Notify us once the payment is made. Bookings are confirmed only after funds reflect in our account.
- **Other Methods:** Additional payment options may be available and will be communicated to you as applicable.

We charge a service fee to cover the costs of booking and managing your travel arrangements. These fees are non-refundable and vary depending on factors like the number of passengers, service providers, destinations, and services provided.

4. Frequent Flyer Programs

If you are a member of a frequent flyer program, it is your responsibility to provide us with your membership details at the time of booking. While we will pass this information to the relevant Third-Party Service Providers, we cannot guarantee that points or benefits will be awarded. For any issues or inquiries regarding your frequent flyer points, please contact the respective program directly.

5. Travel Documents

Travel documents include airline tickets, hotel vouchers, tour vouchers, and any other documents confirming your travel arrangements. It is your responsibility to ensure that all details on these documents are correct, including names (as per passport or ID), travel dates, times, departure and arrival locations, and routing. Any discrepancies should be reported to us immediately.

Ensure that you have all necessary travel documents well before your departure date. We recommend checking in online where possible and confirming your travel details 24 hours prior to departure.

6. Confirming Travel and Schedule Changes

We advise that you confirm your travel schedules at least 24 hours before departure by:

- Completing an online check-in.
- Downloading the relevant mobile app and enabling push notifications.
- Contacting your travel consultant or the Third-Party Service Provider directly.

7. Cancellations and Changes

All cancellations or changes must be communicated to us in writing before departure. Depending on the terms of the Third-Party Service Providers, cancellations and changes may incur penalties, which can be as high as 100% of the booking cost. Some bookings may be non-refundable or non-changeable.



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If you need to cancel or change your booking, contact us promptly to understand the applicable fees and procedures. If your reason for cancellation is covered under your travel insurance policy, you may be able to claim these charges from your insurer.

8. Refunds

Refunds are subject to the cancellation policies of the relevant Third-Party Service Providers. We will process refunds only after receiving the funds from these providers, which may take a minimum of 12 weeks. Refunds will be made using the same method as the original payment and to the person who made the payment unless otherwise agreed in writing by all travelers on the booking.

9. Force Majeure

We are not liable for any failure to perform our obligations due to circumstances beyond our control, including but not limited to natural disasters, acts of terrorism, war, civil unrest, pandemics, government actions, or any other events that make it impossible or illegal to fulfill the booking. In such cases, we will notify you as soon as possible and endeavor to assist you in making alternative arrangements.

10. Competitions

Competitions offered by Elevate Travel (Pty) Ltd are open to South African residents aged 18 and over, excluding employees, directors, agents, or consultants of Elevate Travel and their immediate families. Specific terms and conditions for each competition will be provided separately.

11. Travel Insurance

We strongly recommend that you obtain comprehensive travel insurance that covers cancellations, medical expenses, personal liability, and other unforeseen events. It is your responsibility to ensure that the insurance policy is suitable for your needs. We can assist in arranging travel insurance upon request.

12. Passports, Visas, and Health

A valid passport is required for all passengers, including infants, when traveling internationally. Passports must be valid for at least six months after the date of intended return and must have a minimum of two blank pages. It is your responsibility to ensure compliance with the immigration laws of all countries visited on your itinerary.

If you are a South African permanent resident or have become a citizen of a country by naturalization, it is your responsibility to ensure that you have all the required supporting documentation or visas.

Identification is required for all passengers traveling domestically, including infants. A South African identity document, Smart ID card, or driver's license is required for check-in. Infants and minors are required to produce a birth certificate or equivalent document at the time of check-



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in. Most airlines require that the traveler presents the card utilized to make payment for the reservation upon check-in at the airport.

Visas are required for South African passport holders to travel to most destinations. More than one visa may be required, and it is important to check that you hold the required visas for your travel, not only for the final destination but also for all transits, stopovers, port entries, border crossings, and ocean border crossings. You acknowledge and agree that Elevate Travel (Pty) Ltd will not be liable for any claims or costs for which you are liable, associated with entry being denied into a country, visa requirements that change without forewarning, travel bans, travel restrictions, or denial into a country as a result of incorrect visas, insufficient supporting documentation, internal security matters, customs, or home affairs-related matters. Elevate Travel (Pty) Ltd further cannot be held liable for any claims related to working visas, student visas, or residency permits.

Elevate Travel (Pty) Ltd sources visa information from IATA Timatic and cannot be held responsible for any incorrect visa information obtained from this third-party tool.

The processing time for visa applications varies and may take between a minimum of 5 Business Days and up to 30 Business Days. Delays in the processing of visas may occur for motivated circumstances, delays in supporting documentation being submitted, or during peak season periods. In some cases, a visa may only be released by the embassy or processing center 24 hours prior to departure or on the day of departure. It is highly recommended that you allow sufficient time for your visa application to be processed.

It is your responsibility to check health requirements and recommended precautions relevant to your travel, including but not limited to ensuring that all necessary vaccination documentation is presented. Elevate Travel (Pty) Ltd recommends that you consult your local doctor, travel medical service, or specialist vaccination clinic before commencing travel. Most vaccinations need to be administered prior to travel to be considered effective.

Please ensure that you have the necessary travel documentation and meet the health requirements for your destination to avoid any disruptions to your travel plans.

13. Travelling with Children

The Department of Home Affairs has issued requirements for all South African children under the age of 18 traveling internationally. The ages of children and infants traveling must correspond to the dates of travel. Additional requirements apply if the child is traveling with only one parent, with neither biological parent, or unaccompanied. Failure to provide the necessary documentation at check-in will result in passengers being denied boarding. Please refer to the Department of Home Affairs website for detailed information on minors traveling internationally.

14. Car Rental

The individual listed as the driver must present a valid South African driver's license (and an international driver's license when renting a car overseas) upon collection of a domestic car



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rental and must also have a valid credit card at the time of collection. The driver is responsible for any damage, traffic fines, accidents, toll fees, and other costs incurred during the rental period. Elevate Travel will not be liable to recover such costs from the driver but from the corporate client directly.

15. Special Requirements

You should inform your travel expert of any special requirements for travel, including but not limited to seating, meals, bassinets, room location, or any other special requests. Special requirements and requests are not guaranteed by us and must be confirmed by the third-party service provider. We may submit special requests on your behalf; however, we are not responsible for confirming or guaranteeing these requests.

Your preferred choice of airplane seating may be requested prior to your departure; however, the airline and/or third-party service provider reserves the right to amend your seating plan up until the time of departure. You may have to pay for priority seating prior to departure.

Your travel itinerary will indicate the luggage allowances for your trip. Some airlines or low-cost carriers include a zero luggage allowance and may charge a fee per bag. Please ensure you familiarize yourself with the luggage allowance requirements for your entire trip.

16. Single Discretionary Allowance

In accordance with the South African Exchange Control Regulations, you confirm that you are aware that the single discretionary allowance limit is R1,000,000.00 for adults and a travel allowance limit of R200,000.00 for children under the age of 18 per calendar year, and that the booking you make with us will not exceed your single discretionary allowance.

17. Tax

You will be liable for any additional taxes levied by the relevant country or city visited, including but not limited to local city tax or departure tax. Some countries may charge additional departure, hotel, or other taxes that must be paid locally. We suggest that you retain sufficient local currency to meet these charges. It is your responsibility to declare any personal items with the South African Revenue Services prior to departure.

18. Social Media

You agree that your use of our social media pages, which include but are not limited to Facebook, Instagram, Twitter, TikTok, and Telegram accounts, will not be defamatory, unlawful, obscene, offensive, hateful, abusive, inflammatory, threatening, invasive of anyone's privacy, or otherwise contain objectionable comments and/or content. We do not tolerate any form of discrimination on grounds of race, sex, nationality, disability, religion or belief, sexual orientation, gender identity, being a transgender person, or age.



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We reserve the right to remove any comment, thread, or content without prior warning to you. We also reserve the right to bring legal proceedings against any individual for a breach of these rules or law generally, or take such other action as we reasonably deem appropriate.

19. Feedback

If you are dissatisfied with us or your travel booking, you must submit your complaint to us through our dedicated customer experience team within ninety-six hours of returning from your travel, in order for us to investigate the complaint efficiently and to ensure that we are provided with a fair opportunity to rectify the situation and mitigate any losses or damage. Any and all third-party claims must be made directly with the third-party service provider of the travel product supplied. Stolen or lost luggage must be reported to the airline prior to leaving the airport.

We value your feedback. If you have a compliment, complaint, or wish to share your experience with us, please contact us at: liezel@elevatetravel.co.za.

20. Privacy Policy

We are committed to protecting your personal information and will process it in accordance with applicable privacy laws. By providing personal information to us, you agree to its collection, use, and disclosure as outlined in this policy.

In particular, we and our third-party service providers may disclose your personal information to third parties directly connected with facilitating your travel arrangements and bookings. For example, we may share your information with airlines, hotels, car rental companies, and other service providers involved in your travel. Furthermore, you agree that we are permitted to disclose your personal information to overseas recipients, including those in countries with laws that may not protect personal information as stringently as those of the Republic of South Africa. We encourage you to review the privacy policies of any third-party service provider whose services we arrange on your behalf. If you have any objections to your personal information being disclosed to an overseas recipient, please let us know.

We retain the right to monitor, retain, and disclose any information as necessary to satisfy any applicable law, regulation, legal process, or governmental request. We may also disclose aggregated information on an anonymous basis about users and usage statistics relating to our services and aggregated information about our sales and trading patterns to others.

21. General

In the event that we have to engage attorneys to enforce any of our rights under these booking terms or otherwise, you will be liable for our legal fees on an attorney and own client scale.

The law of South Africa will apply to any dispute between the parties arising from these booking terms. The parties agree, consent, and submit to the jurisdiction of the High Court of South Africa, Gauteng Local Division, Johannesburg, or any successor thereof, having jurisdiction to adjudicate and determine any suit, action, or proceeding which may arise in respect of these



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booking terms. However, nothing contained in these booking terms will prevent us from approaching any other High Court of South Africa having jurisdiction for relief, as may be determined by us in our discretion, from time to time.

These booking terms constitute the sole record of the agreement between the parties with regard to the subject matter hereof. No party shall be bound by any express or implied term, representation, warranty, promise, or the like not recorded herein.

No amendment, cancellation, or waiver of any term or right referred to in these booking terms shall be valid or binding unless reduced to writing and signed by both you and a duly authorized representative of us.

No relaxation or indulgence which we may grant you shall constitute a waiver of our rights and shall not preclude us from exercising any rights which may have arisen in the past or which might arise in the future.

All intellectual property owned by us shall remain our sole and exclusive property.

The parties choose their address in the address clause of the Booking Form as their legal address for the purposes of giving any notice, the payment of any sum, the serving of any process, and for any other purpose arising from these booking terms.

Any notice shall be given in writing and delivered to the legal address of the party concerned. Written notice given in a correctly addressed envelope, delivered by hand to the chosen address of the party during ordinary business hours, shall be deemed to have been received on the day of delivery. Notice may be given by electronic means if delivered to the e-mail address specified by either party. Such electronic notice shall be deemed to have been given on the day following the electronic delivery of such notice. Either party may notify the other party in writing of any changes to its chosen address.

If any provision of these booking terms is held to be unlawful or unenforceable, such provision shall be deemed separate and divisible from and shall in no way affect or impair the validity or enforceability of the remaining provisions.

22. Acceptance

You accept these booking terms either by accepting them electronically, signing the Booking Form to which the booking terms are attached, or by us sending a confirmation invoice to you for the travel which you booked. You acknowledge that you are 18 (eighteen) years of age or older and that you understand and have the legal capacity to agree to the booking terms. Your decision to make travel arrangements through us is voluntary and is not made under duress.

23. Vouchers

Any vouchers issued by Elevate Travel (Pty) Ltd. can be used for any new local or international booking, which includes flights and land (transfers, cruise, accommodation, or tour). The discount voucher is not transferable and cannot be exchanged for cash. This discount voucher



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cannot be used in conjunction with any other promotion, campaign, or Price Beat. Elevate Travel's standard booking terms and conditions apply. The discount voucher shall be valid for 6 months from the date of issue. Only 1 discount voucher is redeemable per travel booking. To qualify for your voucher discount, you must provide a copy of your email with your discount voucher as received from Elevate Travel, together with the relevant reference quote it upon first enquiry or forward the email copy to your Elevate Travel Expert, along with a copy of your valid identity document. Discount vouchers shall be issued at the discretion of Elevate Travel (Pty) Ltd.

If you have any questions or require further clarification on any of these terms, please contact us at liezel@elevatetravel.co.za