

GENERAL TERMS & CONDITIONS

SPHINX TRAVEL & TOURS (STT)

HOLIDAY PRICES & INFORMATION

The information contained in this brochure is correct to the best of our knowledge at the time of going to print but STT cannot accept liability should any such information prove inaccurate.

STT will endeavor to maintain prices quoted. However, where increases due to currency fluctuations, airfare increases, hoteliers increases and other factors outside STTs control do arise, surcharges will be made to cover such increases. However, once STT has received full payment on invoice, no surcharge will be charged.

RESERVATIONS/DEPOSITS

No contract exists until STT has received the booking form signed and accompanied by a deposit of 25% of tour price, in this you have read & accepted our General Terms & Conditions. Full payment is due 5 weeks prior to departure unless otherwise stated at time of booking. From time to time special terms and conditions are imposed by our various services i.e. airlines requesting full payment for ticketing.

DOCUMENTATION

Documents (itineraries, travel wallets etc.) will only be released by STT's office once full payment has been received on the due date. It is the personal responsibility of each passenger to ensure that they are in possession of the correct documentation prior to departure. It is the sole responsibility of the passenger to ensure that they have complied with the necessary health/passport/visa requirements.

AMENDMENTS/LATE BOOKINGS/CANCELLATION

STT reserves the right to charge amendment fees for amendments to confirmed bookings. STT reserves the right to charge late booking fee for bookings received less than 2 weeks prior to departure. This charge is levied to cover all administration and communication expenses involved.

Should the passenger cancel their booking for any reason, such cancellation must be in writing and the following fees will be levied: -
Deposit

4 weeks prior to departure: 50% of tour cost

3 weeks prior to departure: 60% of tour cost

2 weeks prior to departure: 80% of tour cost

1 week prior to departure: 100% of tour cost

In accordance with standard procedure of tour operators worldwide, STT reserves the right to cancel the tour/travel arrangements prior to departure, in which event the entire payment will be refunded without any further obligation on STT'S part.

GENERAL

No refund will be considered for unused services whether they form part of the basic inclusive tour price, or whether they are in respect of prebooked excursion. We accept special requests on the understanding that whilst we will make every effort to comply, under no circumstances can we guarantee that they will be met.

INSURANCE

Passengers are strongly advised to take out an Insurance policy against cancellation, curtailment charges, illness and baggage loss and default at time of booking.

HEALTH REQUIREMENTS

Please consult your local travel agent or Travel clinic as these requirements frequently change.

POSSIBLE CHANGES

It may happen that due to circumstances beyond STT's control, it will be necessary to change some aspects of the tour. If STT is obliged to make any such changes these will be kept to the minimum. Any resultant expenses will be borne by the passenger, and any saving refunded. With regards to accommodation STT reserves the right to substitute confirmed hotels, cruisers and other accommodation with others of a similar or higher category, at no additional cost to the passenger. Generally check in time is 14.00hrs, and checkout time the latest 11.00hrs. For late check-out/early arrival an additional fee will be charged.

RESPONSIBILITY

The tour operator Sphinx Travel & Tours(STT) and its associates, agents and servants act only as agents for the passenger in all matters pertaining to travel arrangements and accept no liability for any death, injury, damage, loss, accident, delay or other irregularity whatsoever and howsoever arising and render the services on condition that they shall in no way be liable, or accept responsibility in respect of any default, negligence or otherwise with regards to hotels, sightseeing or any other service, nor are they liable for any loss or damage or additional expense or inconvenience caused by changes in schedules, delays, illness, injury, death or any other cause whatsoever. Under no circumstances will STT or any of the aforementioned parties be liable for consequential loss or damage.

Airline responsibility; The airline concerned is not to be held responsible for any act, omission or event, during the time passengers are not on board their aircraft. The passenger tickets in use by the airline, when issued, shall constitute the sole contract between the airline and the purchaser of these tickets and/or passenger.

RECONFIRMATION

You are strongly advised to reconfirm your onward or return flight reservations on arrival. Failure to do this may result in cancellation of the reservation.

ASATA

Sphinx Travel & Tours is a registered member of ASATA'S South African Tour Operator Association (SATOAA)
E & OE



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Passenger's signature:

Your Travel Agent is: