



Uitkyk®

HOLIDAYS | TOURS | SAFARIS
MOZAMBIQUE • SOUTH AFRICA • NAMIBIA • BOTSWANA • ZAMBIA • ZIMBABWE

Booking Terms & Conditions

Applicable to all bookings made with either Uitkyk Holidays or Mozambique Voyages (a division of Uitkyk Holidays)

Booking Procedures:

All service bookings will be made in writing and sent via email or fax. Uitkyk Holidays will inform the Agent in writing when the reservations are confirmed. Confirmation of services on request basis will be within 1 – 2 working days (48 hours) after the receipt of the booking. If this cannot be confirmed, the Agent will be informed of the reason and possible alternative services available.

It will be the responsibility of the Agent to advise Uitkyk Holidays of any special needs that the clients might have – such as special dietary requirements, needs or facilities required due to a medical condition and disability requirements. Any additional costs (if any) that levied by service providers, to meet the requirements of the client, is then guaranteed by the Agent.

Uitkyk Holidays will try to fulfill the special requests made by the Agent on behalf of individual clients' wish. Whenever this special request or desired deviation is so important for the client that it becomes an essential subject of his booking, the Agent will send a separate e-mail and will need a written accordance of the supplier. This special request or desired deviation, with specified extra costs (if any) is then guaranteed by the Agent.

Payment Procedures:

Uitkyk Holidays will specify the client's name, travel date, name of product concerned and net price per item. The complete banking details of Uitkyk Holidays will be specified on the invoice. Where applicable, two invoices may be issued in ZAR and USD respectively as all supplier USD invoices will result in the Agent being invoiced in USD accordingly to minimize bank charges.

Full prepayment is required 30 days prior to the clients travel date. In the event of clients traveling within 30 days of the original booking date, full prepayment will be required upon receipt of invoice.

Once the Agent supplies a regular flow of business which allows Uitkyk Holidays to invoice monthly, at the discretion of Uitkyk Holidays Management, the Agent may be moved onto the preferred partner payment policy whereby only 12 invoices are issued per year.

The Agent will then receive an invoice on the 28th of every month for all clients traveling the following month. Uitkyk Holidays will specify the client's name, travel date, name of product concerned and net price per item. The complete banking details of Uitkyk will be specified on the invoice. The Agent guarantees that full payment of the invoice will be made on or before the 5th of the following new month. Any discrepancies and queries should be forwarded to Uitkyk Holidays in writing prior to the 01st of the new month.

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web: www.uitkyk.com

Cancellation Policy:

As soon as they are known, the Agent will advise the supplier of cancellations received in writing. Uitkyk Holidays will not charge the Agent cancellation fees or other if the Agent informs Uitkyk 32 days prior to arrival.

All cancellations between 31 and 21 days prior to travel will be levied a 25% cancellation fee of total costs

All cancellations between 20 and 14 days prior to travel will be levied a 50% cancellation fee of total costs

All cancellations between 13 and 7 days prior to travel will be levied a 75% cancellation fee of total costs

All cancellations less than 7 days prior to travel will be levied a 100% cancellation fee of total costs

No Show fees will be levied a 100% cancellation fee of total costs

Any refunds entitled to the Agent will be done in the form of a Credit Note, the value subject to the above applicable cancellation fees, which should be use as credit on future service payments.

If the Agent requires an immediate monetary refund the following deductions and administrative charges will be applicable:

- Refunds to credit cards: the relevant cancellation fee, less a 6 percent credit card surcharge and an administrative charge.
- Direct bank deposits: the relevant cancellation fee, less actual bank charges debited by Uitkyk Holiday's bankers, less an administrative charge.
- Forex transfers: the relevant cancellation fee, less actual bank charges debited by Uitkyk Holidays bankers, less an administrative charge.
- Cash payments: the relevant administration charges, less actual bank charges debited by Uitkyk Holidays bankers, less an administrative charge.

Exceptions to Cancellation Policy:

The following exceptions are applicable to the above cancellation policy:

1. Airline Tickets
2. Prepaid accommodation and /or other services for travel within high / peak periods
3. Accommodation and /or other services that required a non refundable deposit to secure booking at time of invoice
4. Group bookings where a non refundable deposit is required to secure and hold services

The above services will remain subject to the respective supplier's cancellation policy. The relevant cancellation policy is available on request from Uitkyk Holidays at time of booking.

Air Travel

Air transportation will be economy class unless otherwise stated. The airfare and airport tax, which are quoted, are current and are subject to change without prior warning should the airline impose an increase in rates for any reason. Should the fare quoted not be available at the time of booking the next applicable fare will be booked and amended costs advised accordingly. Please note that fares may increase between time of booking, time of payment and the ticket being issued. Any increase in air fares shall be payable on demand by Uitkyk Holidays by the Agent.

Uitkyk Holidays cannot be held responsible should airlines discontinue flights on certain routings or change scheduled timetables resulting in missed connections. Should an amendment in routing or itinerary be necessary, any additional costs incurred will be borne by the Agent and shall be payable to Uitkyk Holidays on demand.

Due to recent international events, many airlines / airports have extended the check in times of both domestic and international flights. Uitkyk Holidays cannot be held responsible for any delays or circumstances that may result in a client

missing their flight or subsequent transfers. Throughout the entire booking process, it is the responsibility of the Agent to ensure that enough time has been calculated in order not to miss connecting flights and transfers.

To be completed by the Agent:	
Company Name:	_____
Telephone Number:	_____ Fax Number: _____
Website:	_____ VAT Number: _____
Postal Address:	_____
	_____ Postal Code: _____
Contact Person:	_____
Designation:	_____
Email Address:	_____
Signature	_____