



Booking Terms & Conditions

FIRST CHOICE TRAVEL BOOKING TERMS & CONDITIONS OUR AGREEMENT WITH YOU

We are First Choice Travel and our agreement with you sets out what you are legally entitled to expect from us and your obligations to us. We sell products and services as an agent for third-party service providers (such as airlines, wholesalers, lodging, hotels, tour operators, air, sea, and land transportation services, and any other providers of travel arrangements, goods, or services), we sell goods and services. You will also have access to Third Party Service Providers' websites and/or terms and conditions. In addition to these general terms and conditions (First Choice Travel Booking Terms & Conditions), you should make sure that you comprehend the Third Party Service Provider terms and conditions that apply to your specific arrangements and that you have no misunderstandings regarding the services, the content, or your responsibilities. You will be considered to have read, comprehended, and agreed to be bound by the First Choice Travel Booking Terms and Conditions and the applicable Third Party Service Provider terms and conditions once you begin doing business with us, regardless of whether you eventually make any reservations.. To the extent that there is any inconsistency between the First choice Travel Booking Terms and Conditions and the Third Party Service Provider terms and conditions, the Third Party Service Provider terms and conditions will prevail.

YOUR TRAVEL BOOKING

When you make a booking:

(a) you enter into a legally binding contract to acquire the relevant travel or travel related products and/or services and advice from First Choice Travel and Third Party Service Providers, which contract comprises the First Choice Travel Booking Confirmation, your

itinerary prepared and provided by First Choice Travel, the First Choice Travel Booking Terms and Conditions and the terms and conditions of the relevant Third Party Service Providers.

(b) it is your responsibility to ensure that all the details on your travel documents are correct and to bring to our attention any errors or discrepancies before 4pm on the same business day or the document will be deemed correct. The names in your travel documents must be exactly the same as they appear in the traveller's valid passport or Identity Document.

(c) you guarantee that you have the authority to accept and do accept for yourself and on behalf of your party the First Choice Travel Booking Terms and Conditions, and any terms and conditions imposed by Third Party Service Providers.

(d) You agree to be bound by the First Choice Travel Booking Terms and Conditions as well as the applicable Third Party Service Provider terms and conditions if you make a reservation on someone else's behalf. You also guarantee that you have the authority to accept and do accept on that person's behalf.

First Choice Travel is here to help you organize your travel plans, manage your bookings, offer general guidance, create your itinerary, prepare and issue your travel documents, and facilitate payments and refunds when necessary. We provide no guarantees or assurances regarding the quality of any services or products offered by Third Party Service Providers, and no individual is authorized to make such guarantees or assurances on behalf of First Choice Travel, except to mention that all Third Party Service Providers have been meticulously chosen based on their established performance and service. In the event that you have a claim against a Third Party Service Provider arising out of our provision to you of products and services purchased through First Choice Travel, you acknowledge and agree that such claim shall be made solely against that Third Party Service Provider and not against First Choice Travel. The First Choice Travel Booking Terms and Conditions and the terms and conditions of the Third Party Service Provider will apply to the travel products and services we have provided to you.

DEPOSITS AND PAYMENTS

First Choice Travel will advise you of the date that deposit or full payment is required.

All advertised prices are shown as 'from prices' and are subject to change. Prices for our products and services may be altered at any time. Prices displayed for holidays on our

website, other digital platforms and in promotional materials will be confirmed prior to our issuing of an ATOL or any documentation relating to your holiday and any travel arrangements, which we have to book on your behalf, which are governed by the terms and conditions of a Third Party Service Provider, may require the payment of further deposits or even the full amount. In such instances, failure to make the required further payment(s) in a timely manner may result in us having to forfeit the deposit or any earlier payments you may have made.

We don't take cheques or cash, so you'll need to use another payment method. Once you've paid in full, your Third Party Service Provider might still be able to change the price of your arrangements - this is outlined in their terms and conditions. If they do increase the cost, we'll let you know and pass the extra charge on to you.

DOCUMENTATION

When you book a trip with us, we won't give you your travel papers until we get paid in full. Usually, we send these documents to you by email, but if you want a paper copy, we might charge you a fee for that. Remember, your travel documents are just for you and can't be given to someone else. It's up to you to get all your documents before you leave. These papers are important, so take care of them like you would with cash. If you lose them or they get damaged, it might not be possible to get replacements. We want to make sure you have a smooth trip, so please make sure you have all your documents in order before you go. If you have any questions or concerns, don't hesitate to reach out to us. We're here to help. Also, keep in mind that we're trying to be more environmentally friendly, so sending documents electronically is our preferred method. But if you really need a paper copy, just let us know and we'll take care of it. Just be aware that there might be a small fee for that. Your travel documents are a big part of your trip, so make sure you treat them with care. We're excited for you to start your journey and we're here to help you every step of the way.

CANCELLATIONS AND CHANGES

When you're booking trips, either inside or outside the country, try to go for options that are flexible. This means you can change your plans or get a refund if needed. The thing is, the companies we work with can cancel or change your bookings at any time, according to their rules. We'll make sure to let you know right away if anything big changes, but we can't be held responsible for any extra costs you might have to pay because of these changes. Sometimes, instead of giving you your money back, these companies might offer you credit notes or travel vouchers if they need to cancel or change something. If that happens, we'll pass on their offer to you, but that's all we can do. We don't have any inside information about the financial situation of the companies we work with, so if one of them goes out of business, we can't be held responsible for any losses you might suffer. It's just how it works when you're dealing with different companies - there are rules and limitations that apply. We're here to help and want to make sure you have a smooth trip, but we also need to be clear about what we can and can't do in certain situations.

If something goes wrong with your booking, First Choice Travel will let you know right away if they can before you leave. They might need to make some big changes, like switching your hotel, using a different airport, changing the company that provides a service, or altering your flight times. If this happens, you've got a few options. You can either accept the new plans, pick a different trip that's just as good (and they'll give you a refund if it's cheaper), or cancel your booking and get your money back.

This refund will not affect your statutory or other rights. First Choice Travel's liability for effecting the change is limited to the compensation outlined below. We will only make one payment for each full fare paying adult in the booking. Any children not paying the full adult fare will receive 50% of the listed amount below. If the value of your booking is less than the compensation outlined, we will pay compensation only to the value of the booking. You agree that this is the only compensation payable in connection with such an error.

Period before departure when a significant change is notified. Compensation payable per person

60 days or more prior to departure – R0

0 – 60 days prior to departure – up to R400

IMPORTANT NOTE – CHANGES AND CANCELLATIONS BEYOND OUR CONTROL.

If something big happens that we can't control, you won't get any compensation. This includes things like wars, riots, and natural disasters. It also includes things like terrorist attacks, epidemics, and pandemics. If flights are rescheduled or cancelled, or if airports or borders are closed, you won't get any compensation either. The same goes for severe weather conditions like hurricanes. Basically, if something major happens that's not our fault, you won't be able to claim any compensation. Some examples of these kinds of events include: - Wars and threats of war - Riots and civil disturbances - Terrorist attacks - Natural disasters like earthquakes and floods - Epidemics and pandemics - Health risks - Flight rescheduling or cancellation - Airport or border closures - Severe weather conditions If any of these things happen, we can't be held responsible, and you won't be able to claim any compensation. It's just one of those things that's outside of our control.

If your flight schedule changes significantly before you leave South Africa, we'll send you an email to let you know. To make sure you get this important update, please give us your email address and mobile phone number when you book with First Choice Travel. Also, remember to check your emails regularly before your trip. Keep in mind that we can't control when airlines change their schedules, and we're not responsible for any extra costs that might come up because of these changes.

If a third-party service provider decides to give credit notes or travel vouchers instead of cash refunds when changes or cancellations happen, First Choice Travel can only give you

those travel credits. If you're not happy with this, you'll have to deal directly with the thirdparty service provider to resolve the issue.

When you leave South Africa, don't forget to check with your airline about your next flights. Make sure they are still on schedule. We think it's a good idea to call your airline a few days before your next flight - at least 72 hours before - to confirm everything is okay. This way, you can avoid any problems with your travel plans.

OUR RESPONSIBILITY FOR YOUR ARRANGEMENTS

When you book with First Choice Travel, we make sure to work with reliable and trustworthy providers for all our services. These providers are expected to follow the laws and regulations of the country they operate in. However, it's essential to remember that safety standards in other countries might not be as high as they are in South Africa. Also, the way countries handle health precautions and COVID-19 regulations can vary greatly. You should be aware that First Choice Travel cannot be held responsible for any actions or omissions by third-party service providers or government authorities in the country you plan to visit. This includes any situations that might arise due to negligence or other factors. By booking with us, you acknowledge and agree to this condition. We want to ensure you have a safe and enjoyable trip, but it's crucial to understand these terms before you travel.

In circumstances where liability of First Choice Travel cannot be excluded, such liability is limited to the value of the purchased travel arrangements.

First Choice Travel has the right to refuse service to anyone, whether it's a person, a company, or a group of travellers. They can decide not to provide their services to someone if they choose to. This means they have the freedom to pick and choose who they want to work with.

YOUR AGREEMENT WITH US

When you use our services, you're giving us permission to collect and use your personal info, as well as that of your travel companions. We might share this info with other companies that help us arrange your trips and bookings - like airlines, hotels, and car rental places. This is just part of how we make sure everything goes smoothly with your travel plans. By "personal info", we mean what's defined in the Protection of Personal Information Act - that's a law from 2013 that protects people's private details. It includes sensitive info, like what's considered "special" under that same law. When we say "processing", we're talking about what's allowed under that law too. If you want to know more about how we handle your personal info, you can check out our Privacy Policy for all the details.

IF YOU CHANGE YOUR BOOKING

If you want to make changes to your booking, you can do that, but you'll need to check if it's allowed and possible first. If it is, First Choice Travel will charge you a fee to make the change happen. You might also get charged by the company that's providing the service. To make changes before or after you leave, just get in touch with your Experience Expert or First

Choice Travel and they'll let you know what to do. Keep in mind that any changes to your booking depend on what's available and the rules of the product or service you bought.

Changes to name details are not allowed by many airlines and other service providers. Whilst we will do our best to make such a change if necessary, please bear in mind that most airlines, and other service providers treat a name change as a cancellation, to which standard conditions and charges would apply. If you provide the incorrect name and the airline will accept a name correction, a change fee will apply plus any applicable airline and/or supplier fee.

Flights must be taken in the sequence they appear on your e-ticket confirmation. If you plan not to take a flight as booked e.g., you may decide to do that 'leg' of the journey by car or train, please contact your Experience Expert or First Choice Travel as far in advance as possible to discuss your options. If you do not do the aforesaid or check in on time for a confirmed reservation, the airline may register you as a 'no-show', which could result in extra charges and/or your whole flight itinerary being cancelled and/or render your ticket void.

IF YOU CANCEL YOUR BOOKING

When you cancel your trip, you'll have to deal with the cancellation rules of the company that provided the service, plus any fees that First Choice Travel charges. We need to get a written note from you saying you want to cancel, and sometimes we need the original ticket or voucher too. If you cancel before you've paid the full amount, you won't get your deposit back and you can't use it for something else. We can only give you a refund once we've gotten the money back from the other company. Sometimes, they might offer you a credit note or a travel voucher instead, and we'll pass that on to you. Usually, once you've left, you can't get a refund for your ticket. But if you have travel insurance and the reason you're canceling is something that's covered, you might be able to get your money back from the insurance company. We'll do our best to help you with the cancellation process, but you should check your itinerary, booking confirmation, and receipt for all the details on our fees. And don't forget to check your travel insurance policy to see if it covers cancellations. If you have any questions or need help with anything, just let us know. It's also important to note that refunds can take some time to process, so be patient and we'll get everything sorted out as soon as possible. And if you do get a credit note or travel voucher, you can use it to book another trip with us in the future. We're here to help, so don't hesitate to reach out if you need anything. Just to summarize, when you cancel your trip, there are a few things to keep in mind: you'll have to follow the cancellation rules of the service provider, you might have to pay some fees, and you should check your travel insurance policy to see if it covers cancellations. We're here to help you through the process, so don't worry if it seems complicated.

IF YOU HAVE A COMPLAINT

If you have a problem during your holiday, please inform the relevant Third Party Service Provider (e.g. your hotel) immediately. Should they be unable to resolve the matter, please contact your Experience Expert or First Choice Travel in South Africa by visiting www.firstchoicetravel.co.za/support. If you fail to contact First Choice Travel, we will not be permitted the opportunity to investigate your complaint and rectify any error whilst you are away and this may affect your rights under your contract. Please note that the dealing with a complaint by First Choice Travel or a Third Party Service Provider is done without prejudice and does not imply any fault of any kind on the part of either aforesaid party. For our complaint's procedure, please visit www.firstchoicetravel.co.za/support

IN NEED OF EMERGENCY ASSISTANCE OUTSIDE OF SOUTH AFRICAN OFFICE HOURS?

If you need help with a problem while you're traveling, our team at First Choice Travel is here to assist you. You can find out when we're available to help at www.firstchoicetravel.co.za/support. But if something happens outside of those hours, don't worry - you can get help from other places. You can contact the company that provided your travel services, your travel insurance company, the local authorities where you are, or the South African consulate. To find a list of South African representatives in other countries, you can visit http://www.dirco.gov.za/foreign/sa_abroad. We're here to help you have a safe and enjoyable trip.

PASSPORT, VISA AND IMMIGRATION REQUIREMENTS

It's your job to make sure you have all the necessary documents for travel, including a valid passport and visa for every country on your itinerary, including any places you'll be stopping over or transiting through. You need to check with the relevant embassies, high commissions, and consulates to confirm what you need. If you don't meet these requirements and can't travel, that's not our problem. When traveling to South Africa, your passport must be valid for at least six months after you plan to return, and if you're a South African citizen, you need to have at least three blank pages in your passport, not counting the front and back covers, so you can get entry visas. If your passport doesn't have enough space, you might be denied entry and held until you can return to your home country. * Check your passport is valid for long enough * Make sure you have enough blank pages * Confirm visa requirements for all destinations * Don't expect us to help if you don't meet the requirements Remember, it's all on you to get your documents in order. We won't take responsibility if you can't travel because you didn't follow the rules. So, take the time to check with the relevant authorities and make sure you have everything you need before you go. Please ensure that all passports are renewed. Please note that a visa does not guarantee entry to any given country at point of entry and boarding of an aircraft may be denied at any point even if you have a valid visa.

Before you leave South Africa, make sure to check with the Company about the current airport departure tax for all the countries you'll be visiting. This is important because these taxes are usually paid in the local currency, so you'll need to have enough money set aside for them. It's a good idea to find out about these taxes ahead of time, so you can plan and budget accordingly.

TRAVELLING WITH A MINOR

When kids under 18 travel to or from South Africa, they need to show more than just their passport. They also have to have a special birth certificate that lists both parents' details. If only one parent is traveling with the kid, they'll need a signed letter saying the other parent is okay with the trip. This is what South Africa requires for kids to enter or leave the country.

It is your responsibility to confirm and fulfil with the Department of Home Affairs all documentation required prior to travelling with a minor or unaccompanied minor.

TAXES AND FREQUENT FLYER PROGRAM

When you're traveling to other countries, you might have to pay extra taxes and fees at the airport. These costs aren't usually part of the initial fee, so you'll need to pay them separately. Sometimes, you'll have to pay these taxes in the local currency when you're leaving the country, and the amounts can change without warning. It's up to you to check with your airline to see if your booking qualifies for any rewards points. Don't forget to keep your boarding passes, as you might need them to prove your travel.

INSURANCE

When you're making travel plans, don't forget to think about insurance. It's really important to have the right coverage for the whole time you're away. For some trips, insurance is actually required. We can help you find a policy that's right for you and answer any questions you might have. If we do arrange insurance for you, just remember that we're acting on your behalf, and if anything goes wrong, you'll need to deal directly with the insurance company.

Once the insurance has been confirmed and paid for, you will be issued with a policy document of the insurer. It is a complex document, which must be read before you initiate your travel so that you can address any queries you may have to the insurer prior to your departure.

Please note that various credit card companies offer limited levels of travel insurance, which may not be sufficient for international travel. Check with the credit card and medical aid companies in order to obtain the specific details of the cover.

LUGGAGE AND BAGGAGE INFORMATION

When you buy something from us, we're usually acting as an agent for the airline. This means we're selling their products and services on their behalf. We don't take responsibility for anything that goes wrong with those products or services - that's up to the airline. We can't promise that the airline will meet certain standards, and if something doesn't go as planned, you'll need to deal with the airline directly. For example, if you buy a ticket or a service from us, but the airline can't provide it, you'll need to talk to the airline about getting a refund or fixing the problem. This is because we're just the middleman, and we don't have control over what the airline does. There are some exceptions to this rule, though, and these are usually covered by laws that protect consumers. It's also important to remember that different airlines have different rules about luggage and baggage. These rules can change without warning, so it's up to you to check with the airline before you travel. Some airlines might charge extra for things like excess baggage, or they might not allow certain types of bags during peak travel times. Even if you've paid for your ticket in full, the airline might still be able to charge you extra for baggage, depending on the type of ticket you have or your status with the airline. So, to sum it up, when you buy something from us, you're basically entering into a contract with the airline, and you'll need to follow their rules and deal with them directly if something goes wrong. We're just here to help facilitate the sale, and we don't take responsibility for the airline's actions. It's always a good idea to check the airline's rules and policies before you travel, so you know what to expect.

Please contact the airline carrier directly or visit their website for further information regarding airline carriage conditions, luggage restrictions and baggage allowance depending on your travel arrangements.

TRAVEL ADVICE AND VACCINATIONS

South African residents should refer to the travel advice in the Consular Information section posted by the International Relations & Cooperation Department at www.dfa.gov.za. Vaccinations and adherence to other health requirements such as PCR tests and preregistration of intent to travel may be required for some or all of the places you are intending to visit. It is your responsibility to ensure that you have arranged all necessary vaccinations and health requirements for your itinerary. Required health documentation, vaccination and inoculation compliance, online/physical intent to travel and/or other online/physical health questionnaires are exclusively and entirely your responsibility. You should ensure that your physical condition is adequate for the intended itinerary and if you are not sure, you should consult your physician.

All advice of whatever nature provided to you are based on one or more of the following (a) Information provided by you; (b) Information provided by Third Party Service Providers; (c) Information provided by Governments, consulates and embassies; (d) Travel advisories

issued by the aforesaid and other travel information service providers. Due to the sheer volume and complexity of such information and the volatile and constantly changing requirements of international travel, First Choice Travel is not able to check and compare the accuracy and/or veracity of such information. It is thus conveyed to and shared with you as part of First Choice Travel's ongoing commitment to make your trip as seamless and as pleasant as possible.

PRICING

Prices are per person, based on dorm or twin-share accommodation and a lead-in room type. 'From' prices are based on low season rates and are subject to availability, currency and change. Prices should be used as a guide and as an indication of what is available, please check with your Experience Expert for confirmation of current prices, and any changes that may have been made. Taxes and pre-paid charges are included in the flight prices; third party taxes/charges and overseas airport taxes are not included in the flight price. Fuel surcharges have been built into our advertised airfares and are subject to change. Please confirm with your Travel Agent. Work Programmes exclude visa charges where applicable. Some products may incur seasonal surcharges depending on your departure date. Some products are price categorised (Price Code: EC) and require you to hold an Eligibility Card to receive the lower price. Please note that if you do not hold an Eligibility Card for the cheaper price you can purchase one at the time of booking if you meet the eligibility criteria. See store for details. Some tour operators require a local payment. Please enquire with your Travel Agent. Please note that all amendments, cancellations and administration fees are non-refundable.

If you are interested to know more about related policies that concern your personal information, please review our [Privacy Policy](#) and [Cookie Policy](#).