



Latin American Travel

CK 1998/019320/23

Nr 35 Third Avenue
Melkbosstrand, 7441
Cape Town, South Africa

Tel: 0027 83 631 3416

Fax : 0866436060

Email liezl@lat.co.za

Website www.lat.co.za

TERMS AND CONDITIONS

BOOKING PROCEDURE

- We work with fixed deadlines to secure the best prices as soon as possible.
- **Each quote is valid for 24 hours.**
- Once the client has accepted the preliminary quotation, we will proceed with booking the services on behalf of the client. For these bookings we will need a **copy of your valid passport**, without these details we cannot proceed with the booking. This is to ensure that we have all the correct information to process the booking.
- **Passport must be valid for 6 months from return date with minimum 4 empty pages.**
- Due to availability, prices changing without prior notice and the daily fluctuation on the Rand / US dollar rate OR Euro rate, we can only give the final price on the package on receiving the booking confirmation from the agent. We do endeavor to honor the quote, but sometimes due to availability and rate of exchange on the day of making the booking, the price might be different.
- We will send the booking confirmation through with the invoice, booking form and Terms & Conditions. Please complete and sign the form, and fax or email back to the office within 24 hours.
- **Flight prices** are estimated on the day of quotation and can only be guaranteed with bookings and payment received on the same day to issue flights. All prices subject to availability.
Payment methods to be advised according to the airlines booked.

PAYMENT PROCEDURE

- If not paid in full, a **10 - 20 % deposit per person is due on the land arrangements upon confirmation**, the balance is due **8 weeks prior to departure**.
- Please refer to the **Terms and Conditions on the cancellation policy**.
- **The ZAR value of the package is recalculated on final payment as to the exchange rate given to us by First National Bank Forex on the day of invoicing.**
- Payment can be done as an internet bank transfer or deposit into bank account.

A Spirit for Adventure – Travel South America
www.lat.co.za



- For credit card payments, **please ask for secure credit card link (VISA and MASTER only)**. Please ensure payments will be authorised on your cards. Should the payment be declined or not authorised the invoice will be subject to the exchange rate.
- Please use surname as reference for the payment.

TRAVEL INSURANCE

We strongly recommend fully comprehensive travel insurance policy.

Purchase within 24 hours from first payment.

Please ensure that you are **adequately covered for travel**.

Should you need assistance in this regard, please contact us for more information.

PRICES

Prices are subject to availability and exchange rate.

Please reconfirm the price with each request.

FLIGHTS

Flight bookings are subject to availability at the time of the booking.

Flight bookings' prices can only be guaranteed with payment received from the client and flights issued.

Airport taxes, fuel surcharges and prices of the airlines can change without prior notice.

Flight schedules can change without prior notice.

LAT is not liable for any flight delays and cancellations due to acts of God and the like e.g., weather or problems with Airlines.

We can assist where possible to make alternative arrangements but for any claims **the ticket purchased serves as a contract between the client and the specific airline** and it is the clients' responsibility to take it further with the airline. It must be stressed that this is done as a courtesy to clients and LAT cannot be held responsible for denied boarding, nor for the additional costs thus incurred; nor for payments not recovered for missed land arrangements due to airline delays.

Due to high numbers of people traveling by air and increased security measures at airports, flights are more commonly delayed, and one should see this as the norm and not as isolated incidences.

AIRLINE SCHEDULED FLIGHT CHANGES OR CANCELLATION OF FLIGHTS

In the event of an airline changing or cancelling scheduled flights in **advance**, which may affect the outcome of planned and prepaid itinerary, LAT will not be liable for any additional cost which may occur for changes on the itinerary to accommodate new flights offered by airlines.

Passengers must ensure that all their travel documents are valid prior to departure. This includes passport, visas, and inoculations. Many countries require that your passport be valid for up to 1 year after leaving their territory. If in doubt, please contact us to check on your behalf. We are not responsible for invalid documentation after your departure.

AIRPORT TAXES

South African airport taxes and fuel surcharges will be due with the payment of the international and internal tickets.

Please check additional international departure airport taxes which might be applicable in certain countries.

A Spirit for Adventure



ACCOMMODATION

Accommodation bookings are subject to availability at the time of booking.

The hotels and other accommodation establishments are carefully selected for each category. We reserve the right to make alternative arrangements should there be an availability problem.

- **In the event of no-shows (as defined per hotel policy), there will be a surcharge of 18% (VAT – value added tax) on top of the rate**
- **Last minute reservations (within 15 - 30 days) are considered reconfirmed. There will be a 24-hour window to cancel with no charges.**

MEALS

Most of the establishments offer a continental breakfast unless if stated otherwise. Other meals, as specified per package.

ACTIVITIES

As specified per package and subject to weather conditions.

TRANSFERS

As specified per package.

ITEMS OF A PERSONAL NATURE

Items of a personal nature, e.g., Drinks, laundry, etc. are not included.

TAXES AND GRATUITIES

Service charges and taxes are included as mentioned under included, any other services and taxes not included will be mentioned under excluded.

LUGGAGE

Please refer to individual airline information pertaining to luggage restrictions.

ITINERARY

The itinerary is subject to change without notice.

RESERVATIONS/ CANCELLATIONS

In the event of a cancellation, fees will be determined at the time of cancellation. The following indicates the maximum cancellation fees, which may be imposed, unless otherwise stipulated at the time of booking for specific establishments.

Christmas / New Year / Easter / Carnival Packages / Cruises / World sport events and Inca Trail are non-refundable.

- Cancellation within **16 weeks but more than 12 weeks** prior to departure – **20 %** of the total land arrangements
- Cancellation within **12 weeks but more than 8 weeks** prior to departure – **40 %** of the total land arrangements.
- Cancellation within **8 weeks but more than 28 days** prior to departure – **50 %** of the total land arrangements.
- Cancellation **28 days up to departure** – **100 %** of the total land arrangements.

A Spirit for Adventure



- No refunds after departure.
- **Cancellation of airline tickets subject to individual airlines' cancellation policies**, LAT is legally not responsible or liable for any refunds on purchased tickets.
- **Individual suppliers of packages may have different cancellation policies, and these will be adhered too according to the packages confirmed on behalf of the client.**
- Cancellations due to natural disasters will be subject to a minimum charge of R1000.00 per person.
- In the event of COVID -19 related reasons and clients are not able to travel, we offer 1 free of charge date changes on the confirmed and booked packages.
- In the event of COVID – 19 related reasons and clients are not able to travel, and a date change option is not possible, the airlines do offer a refund less small admin fee and all land arrangements will be refunded less 5% admin & service fee.

PASSPORTS, VISAS, AND RE-ENTRY PERMITS

If your passport is due to expire within the next six months or has less than two blank pages, check with the embassy or consulate of the country of your intended destination in South Africa for its rules and restrictions regarding passport validity and expiry.

Please check VISA requirements

Please check HEALTH requirements

The handling of these documents is not included in the price and involves a handling charge.

TRAVEL DOCUMENTS

Each traveler needs to check his/her documents to ensure all is correct.

LIABILITY

LAT and the organizers, operators of the tours and their co-operating agents, act only in the capacity of agents for the passenger in all matters pertaining to hotel accommodation, sightseeing tours, and transportation, whether by railroad, motorbus, motor car, steamship, boat airplane or any other means, and as such, hold themselves free of responsibility for any damage occasioned from any cause whatsoever.

They will not be liable held for any damage, expense or inconvenience caused by late train or plane arrivals or departures or by any change of schedule or other conditions, nor will they be responsible for the loss or damage to baggage, or any other article belonging to the passenger. The right is also reserved to decline to accept any person as a member of these trips at any time. The itineraries have been arranged in advance and at times, it may become necessary to make changes or substitutions due to unforeseen circumstances.

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 used by the airline, when issued, shall constitute the sole contract between the airline and the purchaser of these tickets and/ or passenger.**

----- ***** -----

A Spirit for Adventure