



SOUTH AFRICAN
TRAVELLERS

Terms and conditions

TERMS AND CONDITIONS

ARTICLE 1. DEFINITIONS

1.1 SAT means South African Travellers PTY Ltd, a company registered in South Africa (number: 2014/067271/07).

1.2 Contact details:

South African Travellers PTY
Ltd, 8 Governors Walk, 7872 Cape Town,
South Africa.

Email: booking@satravellers.com.

For Dutch-speaking travellers: Filip Wuyts, +27 61
547 9984.

For French-speaking travellers: Xavier, +27 63
702 8032.

1.3 Customer: the natural person or legal entity entering into a contract for a Service provided by SAT. Any person making a booking on behalf of a Customer shall be jointly and severally liable towards SAT for compliance with these Terms and Conditions.

1.4 Service: the sale and organisation of trips and holidays in Southern Africa (South Africa, Lesotho, Eswatini, Mozambique, Namibia, Botswana, Zimbabwe, Zambia, Mauritius), including accommodation, transfers, activities, safaris, and domestic transportation.

1.5 Language of Service: unless otherwise specified, all Services are provided in English. Support by the SAT team is additionally available in English.

1.6 Partner: any natural person or legal entity authorised by SAT to act in the provision of Services.

1.7 Quotation: the travel proposal sent by e-mail or made available online, specifying the elements of the stay.

1.8 Departure Date: the date on which the Customer intends to travel to the destination indicated in the Quotation.

1.9 Travel Price: the amount stated in the Quotation and accepted by the Customer.

ARTICLE 2. APPLICABILITY OF THE GENERAL TERMS AND CONDITIONS

2.1 SAT acts as a travel intermediary. The Services offered (accommodation, transport, activities, etc.) are provided by Partners. SAT cannot be held liable for any damage suffered by the Customer as a result of a failure or negligence on the part of such Partners.

ARTICLE 3. QUOTATION, REGISTRATION, CONTRACT AND PAYMENT

3.1 The Quotation accepted by the Customer constitutes an agreement between SAT and the Customer. Acceptance of the stay, as well as payment of the deposit, implies acceptance of these General Terms and Conditions.

3.2 The contract includes:

3.2.1 The specific requirements of the Customer, as accepted by SAT.

3.2.2 The obligation of SAT to deliver the agreed Services and to provide appropriate assistance.

3.2.3 The contact details of SAT for any requests for assistance or for reporting non-compliance.

3.2.4 The obligation of the Customer to promptly inform SAT of any non-compliance identified during the stay.

3.2.5 The right of the Customer to transfer the agreement to another traveller, provided this is notified in writing no later than 30 days prior to the Departure Date. Both the transferor and the transferee shall be jointly and severally liable for payment of the outstanding balance. SAT will communicate the actual costs of the transfer, within the limits of the expenses incurred.

3.3 A deposit of 40% must be paid within 7 days of receipt of the Quotation as confirmation of the booking.

3.4 The balance must be paid no later than 60 days prior to the Departure Date.

3.5 If the Quotation is accepted less than 60 days prior to the Departure Date, full payment is required immediately.

3.6 If the deposit or the balance is not paid within the specified deadlines, the booking will be automatically cancelled. SAT reserves the right to retain an amount corresponding to cancellation fees, administrative costs, and any insurance taken out, which shall not be refunded.

3.7 All bank and payment fees (credit card, transfer) are borne by the Customer. SAT may request proof of payment.

3.10 The Travel Price stated in the Quotation includes the specified Services, expressed in euros and inclusive of VAT.

3.8 The included Services are specified in the Quotation.

3.9 The following are not included in the Quotation: travel insurance, cancellation insurance, assistance, visa applications, vaccinations, and health formalities.

3.10 If payment is not made on time or the deposit is not received, the Booking will be cancelled by SAT without further obligations.

3.11 Customers with a disability must inform SAT at the time of registration. Unless otherwise stated, the Services are not suitable for persons with reduced mobility.

3.12 Any costs resulting from the provision of incorrect information during registration shall be borne by the Customer.

ARTICLE 4. RULES

4.1 Any additional orders must be paid in full prior to departure.

4.2 No Services will be provided until full payment has been received.

ARTICLE 5. CANCELLATIONS AND REFUNDS

5.1 In the event of full or partial cancellation of the trip by the Customer:

5.1.1 Refund of amounts already paid depends on the date of cancellation in relation to the Departure Date.

5.1.2 The deposit and administrative fees remain payable by the Customer under all circumstances.

5.1.3 In the event of cancellation:

- between 75 and 61 days prior to departure: 50% of the total travel sum is due;
- less than 60 days prior to departure: 100% of the total travel sum is due.

5.2 Any cancellation request must be submitted in writing (by e-mail or by registered letter with acknowledgement of receipt) and takes effect on the date of receipt.

5.3 SAT shall not be held liable for losses resulting from delays or changes in the schedules of carriers. Timetables are provided for information purposes only.

ARTICLE 6. MODIFICATION OF TRIP

6.1 For reasons beyond its control (strikes, demonstrations, weather conditions, local festivals, etc.), SAT may be forced to modify certain Services, even after the start of the trip. SAT will make every effort to offer Services of equivalent quality. Itineraries may be adjusted where possible.

6.2 In the event of a modification of the Quotation under these circumstances, the Customer shall be responsible for any additional costs, which will be communicated by SAT.

ARTICLE 7. INSURANCE, CLAIMS AND LIABILITY

7.1 Travel insurance or repatriation assistance is not included by default.

7.2 The Customer is strongly advised to take out insurance covering cancellation, medical expenses, assistance and repatriation. In the event of cancellation, the insurance premium is never refunded.

7.3 SAT cannot be held liable for force majeure or for acts of third parties not related to the contractual provision of Services.

7.4 SAT declines all responsibility in the event of schedule changes, delays or cancellations of flights attributable to the airline.

7.5 It is recommended to travel only with essential belongings. SAT cannot be held liable for the loss or theft of property.

7.6 Complaints must be submitted in writing to SAT within 7 days of return from the trip. Complaints will be reviewed by SAT's managing director, and a response will be provided within 10 working days. Amicable settlement shall be sought as a priority.

ARTICLE 8. ADMINISTRATIVE AND HEALTH FORMALITIES

8.1 The Customer is responsible for ensuring that he/she and all participants in the trip comply with all police, customs, health, and visa requirements necessary for entry into the destination country(ies).

8.2 The Customer is solely responsible for obtaining the vaccinations recommended by the health authorities.

8.3 SAT shall not be held liable if the Customer is unable to travel due to the absence of required documents for boarding or entering the destination country.

ARTICLE 9. TRAVELLERS SAFETY

The Customer acknowledges that he/she travels with full awareness of the possible risks associated with local conditions, such as road infrastructure, distance to medical facilities, and potential political instability. These risks are borne solely by the Customer.

ARTICLE 10. DELAY AND NON-PAYMENT BY THE CUSTOMER

10.1 Any delay in payment shall result in interest charges at the statutory rate of Standard Bank of South Africa Limited plus 3%.

10.2 All legal costs incurred by SAT as a result of the Customer's default shall be borne entirely by the Customer.

ARTICLE 11. GOVERNING LAW

These General Terms and the contractual relationship between SAT and the Customer are governed by South African law. In the event of a dispute, the South African courts shall have exclusive jurisdiction.

ARTICLE 12. HEALTH CRISES, EPIDEMICS AND PANDEMIC SITUATIONS

12.1 The Customer acknowledges that travel may involve risks related to health crises, such as epidemics or pandemics, and that governments or suppliers may impose requirements (e.g. testing, quarantines, vaccination certificates or border closures). Compliance with such requirements is the sole responsibility of the Customer.

12.2 SAT shall not be held liable for infection, additional costs (such as accommodation, extended stay, care or repatriation) or disruptions arising from such situations.

12.3 In the event of cancellation, delay or modification due to a health crisis, the provisions on cancellations and refunds (Article 5) shall apply. Where possible, SAT will work with the Customer to find a postponement or alternative solution.

12.4 If border closures occur prior to departure, the trip may be postponed to a later date. In such case, payment of the balance may also be deferred until the situation has been clarified.

12.5 If border closures occur during the trip, SAT will make every effort to assist in the repatriation of the Customer. However, SAT cannot be held liable for any blockages or restrictions in the country of stay.

12.6 The Customer is required to take out travel insurance that explicitly covers the consequences of epidemics or pandemics (such as cancellation, medical expenses, quarantine and repatriation).

ARTICLE 13. FORCE MAJEURE

13.1 SAT shall not be held liable for the total or partial non-performance of its obligations if such non-performance is due to an event of force majeure.

13.2 Force majeure shall mean any unforeseeable and unavoidable event beyond the control of SAT which prevents or substantially hinders the performance of the agreement, including (but not limited to): natural disasters, fire, floods, epidemics or pandemics, wars, terrorist attacks, political or social unrest, strikes, government measures, border closures, power outages, or failures of telecommunications or transport systems.

13.3 In the event of force majeure, SAT shall inform the Customer as soon as possible and, where feasible, propose an alternative solution or a postponement of the trip. If the trip cannot take place due to force majeure, the Customer shall not be entitled to compensation.

13.4 Costs already incurred and non-refundable amounts (such as administrative fees, insurance premiums, or supplier costs already paid by SAT) shall remain payable by the Customer.



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