

BOOKING TERMS AND CONDITIONS

These booking terms and conditions apply to bookings you make online through our website or social media platforms, in-person, over the phone, or via email with our consultants (“Booking Terms and Conditions”). Before making your travel arrangements, you should carefully read and consider these Booking Terms and Conditions. Your continued use of our booking services and/or acceptance of our invoice indicates that you have both read and agreed to these Booking Terms and Conditions.

1. THIRD-PARTY SERVICE PROVIDER

- 1.1. You will sign two contracts when booking a travel with us. The first is in these Booking Terms and Conditions and is between you and us. The second is with your travel service provider (such as airlines, coach operators, transport tour operators, lodging, hotels, shipping companies, car rental, visa suppliers, rail and cruise line operators, wholesalers, and other providers of air, land, sea, or any other travel arrangements, products, or services) (“**Third-Party Service Provider(s)**”). Your trip is further subject to the terms and conditions the Third-Party Service Providers set out. By accepting these Booking Terms and Conditions, you also accept and agree to be bound by the Third-Party Service Provider’s agreement(s) (“**Third-Party Agreements**”).
- 1.2. The latter will prevail if there is any conflict between the Booking Terms and Conditions and the Third-Party Agreements. Your Third-Party Service Providers will be identified on your quote or travel documents, and the Third-Party Agreements that apply to your booking will be available on their websites or by contacting them or us. By booking travel with us or your continued use of our booking services and/or acceptance of our invoice indicates that you have both read and agreed to these Booking Terms and Conditions and any Third-Party Agreements.
- 1.3. We rely on the fact that the person making the booking has the authority to act on behalf of all other travellers included in the booking. This person confirms that they are authorised to represent these travellers and binds them to our Booking Terms and Conditions and any Third-Party Agreements.

2. AGENT

- 2.1. We offer travel and related services to Third-Party Service Providers. When you book with us, you understand and accept that we only function as an agent for the Third-Party Service Providers who are solely responsible for providing you with the requested travel or service.
- 2.2. By offering bookings for travel to a specific destination, we, our directors, employees, consultants or agents (collectively referred to as “**Worldwide Travel Co**”) do not represent or warrant that such travel is advisable or risk-free. You agree that we will not be liable for any damage, loss, death, or injury resulting from your travel to such destinations.
- 2.3. You agree to indemnify Worldwide Travel Co against any loss, costs, damage, injury, illness, harm or death which you may suffer or incur as a result of any act or omission on the part of or the failure of the Third-Party Service Providers to fulfil its obligations to you, whether in relation to travel services, travel arrangements, accommodation or in any other manner.
- 2.4. We have no obligation to reimburse you for the cost of your booking or any loss or damage you may otherwise suffer as a result of any Third-Party Service Provider’s insolvency or external administration if any Third-Party Service Provider is unable to provide you with the product or service you have booked due to any Third-Party Service Providers’ insolvency or external administration, subject to your refund and remedy rights under the South African Consumer Law.

3. PRICES & PAYMENT

- 3.1. All advertised booking prices are subject to availability and can be varied or withdrawn at any time without notice. These prices may only apply to travel during specific dates. We will confirm the final price with you when you make your payment. Prices remain subject to change until you have paid in full or confirmed acceptance of the quotation, either personally or through an authorised representative if you are a corporate client.
- 3.2. We reserve the right to correct any pricing errors on our website anytime. If a booking price contains an unintended and evident error, we are not bound by it and may correct such booking price. If a pricing correction affects your pending order, we will allow you to keep your booking at the correct price or cancel it without penalty. We are not obligated to honour a misquote and may alter the pricing before payment is accepted.
- 3.3. All prices are quoted in South African Rand. We cannot be held liable for any rise in the indicated price when it takes for payment to be reflected in our account or for corporate clients to confirm their booking.
- 3.4. If your booking is subject to a foreign exchange rate, the exchange rate provided in your initial quotation will apply. If the exchange rate has increased when your payment is processed, such an increase will be for your account and payable in addition to the total price set out in the quotation. Conversely, if the exchange rate decreases, any savings will be refunded to you. All quotations are contingent upon availability from Third-Party Service Provider. If the original product is no longer available, an alternative can be offered at an updated price.
- 3.5. To secure your travel arrangements, you may be required to pay a deposit per person. Deposits may be non-refundable and non-transferable. We will inform you of the deposit amount and the final payment deadline when booking. Only once you have paid in full, or after corporate clients have confirmed their booking, is the price confirmed. We cannot proceed with any bookings until the payment is received and credited to our account.
- 3.6. The price is only verified after full payment has been made or after corporate clients have confirmed their booking. We cannot make any bookings until the money is received and deposited into our account.
- 3.7. Some airfares and services are reserved at discounted prices; these may be non-refundable and require full payment when booking. Full payment must be made at the time of purchase for all bookings made online.

3.8. Payment Methods and Service Fees

- 3.8.1. Payments can be made using cash, credit, or debit cards through our secure online payment system. Under certain circumstances, you might be able to pay with a credit or debit card straight from the website of the Third-Party Service Provider, and it is a requirement that you immediately send us proof of payment. However, we cannot guarantee that the Third-Party Service Provider will abide by the laws and regulations pertaining to payments made to them directly, and these payments may result in additional costs. If the product, service, or travel becomes unavailable, the Third-Party Service Provider will reimburse you for any funds already paid by you to the Third-Party Service Provider. It should be noted that we act solely as an agent for the Third-Party Service Provider, and we are required to transfer any funds paid to us directly to the Third-Party Service Providers. If there are any disputes regarding credit card payments, we will communicate directly with the Third-Party Service Provider to resolve the issue.
- 3.8.2. We charge a service fee to cover the costs we incur in making and maintaining your travel plans. Please be aware that service fees are not refundable if your booking is cancelled or altered. Service prices vary depending on the number of passengers in a booking, the service provider or destination, and the type of service supplied. Service fees are applied for online bookings and cancellations.
- 3.8.3. Online bookings are not eligible for Electronic Fund Transfer (EFT) payments. Suppose you choose to pay using this method. In that case, you must request that the consultant managing your booking provide you with the applicable account information and make the payment at least three working days before the payment deadline. Once completing your payment, you must notify the consultant of such payment. We can only confirm your booking once the funds have been reflected in our bank account.
- 3.8.4. Regarding a booking, we will send you an invoice once and contact you via the email address you selected. To guard against fraud or email interception, you should be cautious when using email and maintain the

proper level of cyber security. You should contact us right away before completing payment to confirm payment details if anything suspicious happens about your reservation or if you receive more than one invoice. You will still be responsible for paying any money owed to us for your reservation, and we will not be held responsible for any payments or losses you sustain due to a cyber security breach.

- 3.8.5. Your selected email address will be used for correspondence, and you will receive a single booking-related invoice. Your responsibility remains to ensure sufficient cybersecurity safeguards to stop email fraud and interception. Please get in touch with us right away to confirm the payment information before completing any payments. If you notice anything suspicious regarding your booking or receive multiple invoices, please get in touch with us immediately to verify the payment details before making any payment. We will not be liable for any payment or damages suffered by you arising from a cyber security breach, and you will remain liable to make payment of any amounts due to us for your booking.

4. FREQUENT FLYER

When making your travel arrangements, you must inform the consultant of any frequent flyer membership information that may be pertinent to your booking. All traveller profile forms should also have this information filled out. You should provide your frequent flyer membership information in the designated field if booking online. You should inquire directly with your third-party service provider about your point balance and accrual, as we cannot guarantee that they will credit you with points for each booking. When a specific booking class is confirmed to upgrade the ticket, we cannot confirm upgrade requests or guarantee an upgrade. Upgradable fare types are always subject to availability.

5. TRAVEL DOCUMENTATION

Examples of travel documentation include but are not limited to Airline tickets, hotel vouchers, tour vouchers, and any other document (electronic or not). Travel documentation is used to validate a contract with a Third-Party Service Provider. Certain limits and restrictions may apply to travel documentation, including being non-refundable, date-changeable, and subject to cancellation and any other amendment costs. All airline tickets must be issued in the name of the passport/identity holder. It is your responsibility to ensure that your name and identity and/or passport numbers are as stipulated on your identity documentation and/or passports, travel dates, times, departure, destination and routes, as reflected on your travel documentation, are correct. An incorrect name on a booking may result in an inability to travel on that booking and the booking being cancelled. Please carefully review your travel documentation and notify us immediately if you find any name, date, or time errors. Before your trip, we will electronically share your travel documents, including itineraries and vouchers. Be sure to follow airline check-in times and procedures, as many allow online check-in within specific timeframes. If you haven't received your documents, please get in touch with us.

6. VERIFYING AND CONFIRMING TRAVEL SCHEDULES

- 6.1. At least 24 (TWENTY-FOUR) hours before departure you should:
- 6.1.1. Complete the online check-in.
 - 6.1.2. Download the relevant mobile app and enable push notifications.
 - 6.1.3. Verify your scheduled travel times with your travel expert, account manager, or directly with the Third-Party Service Provider.

7. CANCELLATION AND CHANGES

- 7.1. Any cancellations or changes must be communicated to us in writing before your departure. Some bookings may be non-refundable, and you will be responsible for any cancellation or date change penalties as per the Third-Party Service Provider's policies and fare rules. We can only offer remedies that are available from Third-Party Service Providers.
- 7.2. We are not liable for any fees or repercussions concerning cancellations or changes to your booking. If applicable, refunds will be provided to the individual indicated on the payment receipt unless all travellers listed on the booking agree differently in writing. Refunds will be made using the same payment method as initially used. If your travel insurance policy covers your cancellation, you may be able to recover these costs straight from your insurer.
- 7.3. Travel bookings are not transferable, and name changes are not permitted. If you do not travel or do not notify the airline or your travel expert of your intention not to travel before your scheduled departure date, you will forfeit the fare. Tickets must be utilised in the order that they were reserved; otherwise, they will be forfeited.

8. REFUNDS

- 8.1. Refunds are subject to the cancellation terms of Third-Party Service Providers. We will not give a refund until we have received the monies from the applicable Third-Party Service Providers. If a return is feasible, you must complete and submit a refund consent form we provided. Refunds will be processed using the same payment method as the original payment (for example, credit card purchases would be refunded to the same card).
- 8.2. We may charge a service fee for cancellations and refunds, except for death, hospitalisation, or illness under the Consumer Protection Act 68 of 2008. We attempt to process refunds within a reasonable timeframe. However, airline ticket refunds might take up to 12 (TWELVE) weeks due to factors such as upgrades, downgrades, and scheduling changes. All refunds must be processed during the ticket's validity period; otherwise, the ticket is non-refundable. Any refund amounts we receive will be held for 36 (THIRTY-SIX) months. We will try to contact you and inform you about the refund. The refund will be forfeited if we cannot reach you within this period.
- 8.3. We track and reimburse unused tickets for corporate clients. Corporate clients will receive their full refund minus an administration fee.

9. IMPOSSIBILITY OF PERFORMANCE (E.G. FORCE MAJEURE)

- 9.1. In situations beyond the control of any party, it may be necessary to cancel your travel due to unforeseen events that make it impossible. These events include, but are not limited to, strikes, war, threat of or preparation for war, breaking off of diplomatic relations, government actions such as confiscation or border closures, terrorism, civil commotion, riots, pandemics, and disruptions to transportation services like railways, ports, or airports, as well as any other similar events that are beyond the parties' control.
- 9.2. If any party is incapable or delayed in fulfilling its responsibilities due to circumstances beyond its control, it shall notify the other parties in writing of the nature and expected duration of the circumstances, and the obligations affected. The party impacted by such occurrences will be excused from completing its responsibilities or completing them on time for the duration of the circumstances.

10. TRAVEL INSURANCE

We strongly recommend you take out appropriate travel insurance to cover your travel arrangements. You are responsible for ensuring that you have valid travel insurance that covers and is appropriate for your needs. We will not be responsible or liable if you fail to take adequate insurance cover at all. For assistance in obtaining

travel insurance, please get in touch with a travel expert at Worldwide Travel CO, who will help you obtain your travel insurance.

11. PASSPORTS, VISAS AND HEALTH

11.1. International Travel Requirements

All travellers, including newborns, must have a passport valid for at least six months beyond their scheduled return date and at least two blank pages. You must follow the immigration laws of each country on your itinerary. If you are a South African permanent resident or have obtained citizenship through naturalisation, be sure you have all relevant papers or visas.

11.2. Domestic Travel Requirements

Identification is required for all passengers, including newborns, while travelling domestically. A South African ID, Smart ID card, or driver's license are all acceptable forms of identification. Infants and minors must present a birth certificate upon check-in. Most airlines ask that the payment card used for the booking be provided at airport check-in.

11.3. Visa Requirements

South African passport holders usually require visas for most places. Ensure you have the visas for your final destination, transits, and stopovers. We are not liable for entrance denials, visa changes, travel bans, or restrictions caused by erroneous visas or insufficient documentation.

11.4. Visa Processing

Visa applications typically take 5 (FIVE) to 30 (THIRTY) business days to process. Delays can occur due to peak seasons or inadequate documentation. It is best to apply for visas well in advance.

11.5. Health requirements:

Check the health requirements and suggested precautions for your trip, including vaccinations. Before flying, consult a doctor or vaccination clinic, as most vaccinations must be provided prior to travel in order to be effective.

12. TRAVELLING WITH CHILDREN

The South African Department of Home Affairs has set special rules for children under the age of 18 (EIGHTEEN) who travel internationally to and from South Africa. These criteria apply according to the child's age at the time of travel. Additional documentation is required if the child goes with only one parent, neither biological parent, or is unaccompanied. Failure to present the required documentation at check-in may result in denied boarding. For further information, refer to <http://www.dha.gov.za/>.

13. CAR RENTAL

When collecting a domestic car rental, the designated driver must provide a valid South African driver's license (or an international driver's license if renting overseas) and a valid credit card. Corporate clients agree they are

liable for any damages, traffic fines, accidents, toll fees, or other costs incurred during the rental period. Worldwide Travel CO will not be liable to recover such costs directly from the vehicle's driver but from the corporate client.

14. SPECIAL REQUESTS

Please coordinate with your travel manager for unique travel needs, such as seats, meals, bassinets, or room placement. While we can submit these requests on your behalf, we cannot guarantee their fulfilment because it is contingent on the Third-Party Service Provider's confirmation. You can select your preferred flight seats before departure, but airlines or Third-Party Service Providers may change seating assignments up to departure time. Priority seating may result in additional expenses. Your travel schedule will include baggage allowances for each stage of your journey. Some airlines, particularly low-cost carriers, may offer no luggage allowance and charge per bag. Studying and understanding the luggage policies for your trip is critical.

15. DISCRETIONARY ALLOWANCES

Under South African Exchange Control Regulations, you agree that you are aware of the following discretionary allowance limits: adults have a single discretionary allowance limit of R1,000,000.00 (ONE MILLION RAND), and children under the age of 18 (EIGHTEEN) receive a travel allowance of R200,000.00 (TWO HUNDRED THOUSAND RAND) each calendar year. You confirm that your booking with us will not exceed these limitations.

16. TAX

You are liable for paying any additional taxes levied by the countries or locations you visit, such as local taxes or departure fees. Some destinations may also impose additional taxes on departure, hotel stays, or other services that must be resolved locally. It is advisable to have enough local money to cover these charges. Furthermore, you must declare any personal items to the South African Revenue Services before leaving.

17. SOCIAL MEDIA

When using our social media platforms, such as Facebook, Instagram, Twitter, TikTok, and Telegram, you agree not to publish any content that is defamatory, illegal, obscene, offensive, hateful, abusive, inflammatory, threatening, or invasive of privacy. We strongly oppose any form of discrimination based on race, gender, religion, nationality, handicap, sexual orientation, or age. We reserve the right to remove any inappropriate information without warning and may pursue legal action against anybody who violates our rules or the law. We may also take any reasonable additional measures as needed.

18. FEEDBACK

If you are dissatisfied with our service or travel arrangements, please get in touch with our dedicated customer experience team within three to four days after returning from your trip. This enables us to conduct an expedient investigation and resolve the issue fairly. Any grievances against Third-Party Service Providers should be made directly to them. Contact the airline before leaving the airport if your luggage is stolen or lost. We appreciate your feedback. If you have a compliment, a complaint, or wish to share your experience, please get in touch with our customer service staff at enquiry@worldwidetravel.co.za.

19. PRIVACY POLICY

We are committed to protecting your personal information and will adhere to our Privacy Policy. By providing us with your personal information, you agree to our Privacy Policy and consent to our collecting, using, and

disclosing your information under it and the Protection of Personal Information Act 4 of 2013, as may be amended from time to time. We may share your personal information with Third-Party Service Providers, such as airlines and hotels, to help you plan your trip. This includes providing information to recipients in countries where data protection may be less stringent than in South Africa. You understand that this transmission is at your own risk, and we cannot be held liable for how these recipients handle your information. We recommend that you study the privacy policies of these suppliers. We reserve the right to release information if required by law or government request. We may also share aggregated, anonymous information about user statistics and sales trends with others. Please let us know if you do not want your information shared with international receivers.

20. MISCELLANEOUS

- 20.1. Any relaxation, indulgence or delay (collectively the “**Indulgence**”) by Worldwide Travel Co in exercising, or any failure by Worldwide Travel Co to exercise, any right under these Booking Terms and Conditions shall not be construed as a waiver of that right and shall not affect the ability of Worldwide Travel Co to subsequently to exercise that right or to pursue any remedy, nor shall any Indulgence constitute a waiver of any other right (whether against that party or any other person).
- 20.2. The waiver of any right under these Booking Terms and Conditions shall be binding on the waiving party only to the extent that the waiver has been reduced to writing and signed by the duly authorised representative(s) of the waiving party.
- 20.3. Whenever possible, each provision of these Booking Terms and Conditions shall be interpreted in a manner which makes it effective and valid under applicable law, but if any provision of these Booking Terms and Conditions is held to be illegal, invalid or unenforceable under applicable law, that illegality, invalidity or unenforceability shall not affect the other provisions of these Booking Terms and Conditions, all of which shall remain in full force.
- 20.4. In the event of a Worldwide Travel Co taking legal measures for the enforcement of any of its rights under these Booking Terms and Conditions, the party against which such measures are taken shall be liable for such costs, including any collection charges and other legal costs for which it is liable on an attorney and own client scale.
- 20.5. All intellectual property and intellectual property rights owned by Worldwide Travel Co shall remain Worldwide Travel Co’s sole and exclusive property.
- 20.6. All notices and any other communications whatsoever (including, without limitation, any approval, consent, demand, query or request) by either party in terms of these Booking Terms and Conditions or relating to it shall be given in writing and delivered by hand or transmitted by electronic mail to the recipient party at its relevant address set out in the applicable booking form.
- 20.7. Either party may, by written notice to the other party, change any of the addresses at which, or the designated person for whose attention those notices, or other communications are to be given.
- 20.8. Any notice or other communication given by any party to the other party which –
 - 20.8.1. is delivered by hand during the normal business hours of the addressee at its specified address shall be rebuttably presumed to have been received by the addressee at the time of delivery; or
 - 20.8.2. is transmitted by electronic mail to the addressee at the addressee’s specified electronic mail address shall be rebuttably presumed to have received by the addressee on the date of transmission as reflected on the sender’s electronic mail records.
- 20.9. Notwithstanding anything to the contrary contained or implied in these Booking Terms and Conditions, a written notice or communication actually received by one of the parties from another, including by way of electronic transmission, shall be adequate written notice or communication to such party.
- 20.10. The parties choose their respective physical addresses as contemplated in the applicable booking form as their respective *domicilia citandi et executandi* at which all documents relating to any legal proceedings to

which they are a party may be served. If that address is changed to another address which is not a physical address in the Republic of South Africa, then the original address shall remain the *domicilium citandi et executandi* of the relevant Party until it nominates a new physical address within the Republic of South Africa in writing, to be its new *domicilium citandi et executandi*.

21. ACCEPTANCE

Your continued use of our booking services and/or signing the booking form, accepting them electronically, or receiving a confirmation invoice of your travel plans indicates that you have both read and accepted these Booking Terms and Conditions. You attest that you are at least 18 (EIGHTEEN), are of legal age to accept these Booking Terms and Conditions, and completely comprehend them. Additionally, you agree that using us to make your travel arrangements with Worldwide Travel Co is voluntary and is not made under duress.

These Booking Terms and Conditions were last updated on 20 March 2025.