



MOZAMBIQUE TOURS C.C.

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CK 96 / 17795/23 | (Members: R Jacobs: M Jacobs)

Standard Terms & Conditions / Booking Form

* Applies to all reservations unless otherwise specified*

Kindly complete this document in full, duly sign your acceptance, and fax/scan and email back to us together with the Proof of Payment (being the deposit or full payment) whichever is due. No reservation can or will be confirmed without the payment reflecting in our bank account. IMPORTANT: Due to the unpredictable economic times / and currency fluctuations, all prices are subject to fluctuation, until full and final payment is received and the reservation is confirmed by the Service Providers concerned.

Cancellation Conditions:

Cancellations will be in accordance with the Service Provider's (i.e. Destination and/or Airline's) regulations - and are only effective on receipt of written cancellation notification. Note - Each Service Provider will then advise and levy their charges accordingly. The Cancellation Policies for each Service Provider will be available on request.

In the case of outright cancellation of a booking refunds are made ONLY in the form of a Credit Note – which is to be passed for future travel arrangements to be used within a reasonable period as defined by the Service Provider and Mozambique Tours will assist where possible.

Once Mozambique Tours receives **any payment from the client it is immediately paid over to the Service Provider**. Therefore in the case of any refunds being required as a result of a cancellation for whatever reason, the Service Provider will advise accordingly what the refund method will be. Penalties/cancellation charges that may be imposed by Service Providers will be payable by the Client/agent. Mozambique Tours will not be liable for any shortfalls.

In the case of having to postpone / cancel trips due to medical reasons / deaths of family members etc., proof in the form of a medical certificate/ death certificate will be required by the Service Providers.

Insurance Cover - Read Carefully Please:

The onus is upon the Client to privately arrange a fully comprehensive Medical & Evacuation Travel Insurance Cover when confirming a booking. This should cover traveling to/from destination, Cancellation, Curtailment, Medical Emergency Evacuation and any Medical Expenses, Personal Baggage and Money. Clients are strongly urged to arrange this insurance cover at time of making payment. **We offer Travel Insurance on request only. Mozambique Tours will not be held responsible for any claims due to clients not being insured or insufficiently insured.**

Should the client fail to join a tour, or join it after departure or leave it prior to its completion for whatever reason; the Service Providers will *not* make a refund for any unused nights.

Reservations (dates / room type / flights etc) may only be changed by the after confirmation by the Service Provider and subject to availability. Changes that involve price difference / penalties will be for the cost of the Client. Changes within 6/weeks of departure may be subject to the relevant Service Provider's cancellation policies.

Baggage: Standard International luggage limit is applicable for mainland, **however**, where applicable (ie: for island transfers for example) – luggage limited is further restricted to 20kg (inclusive of your hand 5kg hand luggage) – Note please: luggage to be packed in soft bags for ease of packing the aircraft. Note that hand luggage space in aircrafts can be very cramped, - so it is advisable not to have large baggage accordingly. Should you have Sporting goods, please advise us, so that we can request permission/rulings for you.

Payments for Expenses at Lodge/Hotels/Resorts: Payments for additional expenses at all destinations are payable in SA Rands and US Dollars and usually by means of Master or Visa Credit Cards. No traveler's cheques are accepted. In terms of the Mozambican and South African Exchange Control Regulations, no personal cheques may be accepted in Mozambique. No Diners Club or American Express Cards or Debit/Cheque Cards are accepted in Mozambique

Not Included (unless otherwise stated): South African Airport taxes are payable with your flights/accommodation bill. Extras like - beverages, gratuities to Lodge/Hotel staff, as well as any excursions, water sport activities, boat & 4X4 hire etc, are not included, unless specifically requested and paid for in advance. Please always verify with us if anything is unclear to you.

Refunds - Whilst the Service Providers and Mozambique Tours will use their reasonable endeavours to ensure that all reserved accommodation or transfers are available as planned, there shall be no claim of any nature whatsoever against Mozambique Tours for a refund, either in the whole or part or damages – if any accommodation or excursion or other service is unavailable or the client/traveller is unable to use that service, or if the destination does not meet the standards that the client is expecting. Mozambique Tours provides information on any particular destination as provided by the destination itself – and cannot be held responsible if the information given is incorrect / insufficient or if the destination/s does not meet the standard of the client. Should additional information be required at time of making enquiries or the booking, written request must be made for such additional information, and Mozambique Tours will endeavour to obtain the additional information accordingly. .

I have read carefully and hereby accept terms & conditions as contained herein:

Signature

Responsibility: Mozambique Tours shall not be liable for any loss or damage or arising from the performance or non-performance of a Service Provider from any cause arising, and without restricting the generality of the aforesaid, shall not be responsible for loss or damage arising from any errors or omissions contained in a brochure or other literature, late or non-confirmation or acceptance of bookings, loss or damage caused by delays, sickness, injury or death, whether occasioned by negligence or not, either at the destination, or during transit to/from the destination or arising from the performance or non-performance of a Service Provider from any cause arising. The Service Provider shall have the right to cancel any tour or the remainder thereof or make any alteration en route to the accommodation or price in the event of any tour or part thereof being rendered impossible, illegal or inadvisable by weather, strike, war, government interference or any other cause whatsoever. The extra expenses incurred as a result thereof shall be the responsibility of the traveller. Mozambique Tours is merely a booking agent for the Service Providers.

Transfers: Sea/Road/Air - The Sea/Road/Air Travel Operators concerned with transfers of all guests, issue tickets which constitute the sole contract between the Operators and the passengers. **Please note** that Mozambique Tours are not responsible for the running of these operations.

Delays - are commonplace. Mozambique Tours, its employees and agents shall not be responsible for and shall be exempt from all liability for any delays prior to departure from your point of origin or during the course of any travel whether brought about by force majeure, changes in flight schedules, overbooking by the airline, technical difficulties, strikes, adverse weather conditions or any other circumstances whatsoever. All expenses relating to delays will be borne by the traveller.

Important: Please advise Mozambique Tours of your (Flight no, arrival/departure times and the reference number etc). Failing to do so could result in Mozambique Tours being unable to assist you.

Check-in times for international flights is generally a minimum of 2/hours prior to departure. Remember this when booking connections. Please double-check at time of making your bookings.

Passports, visas & road travel regulations in Mozambique: The onus is upon the travellers to ensure that passports & visas are valid for Mozambique. Visas must be obtained at your nearest Mozambique Embassy PRIOR to departure from RSA or your home country as they are no longer issued on arrival at border posts & airports. Visas are compulsory for all visitors to Mozambique EXCEPT for SADC Passport-holders. Note ... passports must have at least 2 spare pages available, and be valid for 6 months from date of return.

IMPORTANT: CHILDREN / TRAVELLERS UNDER 18 YEARS: As from June 2015 children require UNABRIDGED BIRTH CERTIFICATES, along with their passports, when travelling. Should you be travelling with children, please ensure you apply for these certificates timeously

Health: Mozambique is a general Malaria Area – please consult with your Travel Clinic or GP for the best advice on Malaria Medications for you

Yellow Fever - if you have traveled extensively and visited any countries affected by Yellow Fever prior to entering Mozambique, please take along your 'Yellow Card' as proof of vaccination.

Yellow Fever Infected Areas

In Africa: Angola, Benin, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Congo, Cote d'Ivoire, Democratic Republic of the Congo, Ethiopia, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Kenya, Liberia, Mali, Niger, Nigeria, Rwanda, Sao Tome and Principe, Sierra Leone, Senegal, Somalia, Sudan, Tanzania, Uganda, Zambia. **In America:** Bolivia, Brazil, Colombia, Ecuador, French Guiana, Guyana, Panama, Peru, Surinam, Venezuela.

Further Information or Queries: If there are any unanswered questions prior to confirming your booking contact Mozambique Tours in writing, to request that we obtain the relevant information from the particular destination concerned.

Collection of Air tickets For: LAM AIRLINES / AIRLINK - we will provide clients with electronic air tickets once the tickets are paid for in full, which passengers hand in when checking in for the respective flight. For any other airline, we will advise

Self-Drivers to Mozambique, are strongly urged to obtain an AA-Brochure called "MOTORING IN MOZAMBIQUE" from any AA Store. This Brochure provides the latest updates on all Rules & Regulations for anyone driving in Mozambique. It is an inexpensive fold-out Map/Brochure, providing comprehensive Information - i.e.: requirements for your vehicle, the latest border costs, best routes, maps and general tourist information etc. - and these are all clearly outlined, and the Brochure is kept up to date and is for sale by the AA.

E.T.A. For all travellers who do not travel on Scheduled Flights / Packages the onus is upon the traveller to specify the time of arrival to arrange for the relevant destination Service Provider to be on time to collect you.

Prices - The Lodges/Hotels/Airline companies assure us that they will do their utmost to keep to the prices quoted. Should increases be forced on them by e.g. Airlines, exchange rates etc. they reserve the right to surcharge without notice, the difference. Prices can be increased if changes in bookings are made – according to destination's discretion entirely – and in particular if full payment has not yet been made.

Payment Terms - EMAIL / FAX TRANSACTION PROOF together with this duly-signed form to us on FAX: + 27 31 207 3373 / **086 670 8840**, for processing and onward transmission to the Service Providers accordingly *the booking will only be confirmed thereafter. Remember to send clear passport copies to us as well!

(NOTE): Until the payment is received, the reservations remain Provisional. The Service Providers may at any time release the provisional bookings for resale. Final payment MUST BE MADE as per deadline advised by Mozambique Tours. Once final payment is received – the relevant Vouchers are provided accordingly within 7/working days or sooner if able – which must be handed to the destination/airlines when checking in. * Please note – each destination and reservation has different payment conditions/deadlines which will be advised on your invoice

I have read carefully and hereby accept terms & conditions as contained herein:

Signature

Booking Confirmation & Guest Details

Please Print Clearly - If there are more than 5/travelers, please print more copies of this page

Name: _____
(Person making this booking for 1 or more persons)

Contact Details Are:

Telephone: _____ Fax: _____

Cell: _____ Email: _____

Full Residential Address of Passengers _____

Package booked:

Consultant: _____ Resort/s booked: _____

Arrive: _____ Depart: _____

Fly-in/self-drive: _____ Any Extra info / notes: _____

Additional Information _____

Emergency contact: _____ Tel No: _____

Please furnish a mobile number in the case of emergency / or last minute travel arrangements etc.

I have read carefully and hereby accept terms & conditions as contained herein: _____

Signature

Guest Details

**Please remember ...International Passports holders require visas! Kindly obtain these prior to departure!*

Passenger 1:	
Title / Full name	
Date of Birth:	SA ID No:
Passport No:	Passport Nationality:
Passport Date of issue:	Expiry Date:
Passenger 2:	
Title / Full name	
Date of Birth:	SA ID No:
Passport No:	Passport Nationality:
Passport Date of issue:	Expiry Date:
Passenger 3:	
Title / Full name	
Date of Birth:	SA ID No:
Passport No:	Passport Nationality:
Passport Date of issue:	Expiry Date:
Passenger 4:	
Title / Full name	
Date of Birth:	SA ID No:
Passport No:	Passport Nationality:
Passport Date of issue:	Expiry Date:
Passenger 5:	
Title / Full name	
Date of Birth:	SA ID No:
Passport No:	Passport Nationality:
Passport Date of issue:	Expiry Date:

Please advise special / dietary requirements if any, as well as any special occasions e.g. Honeymoon, anniversary, birthday (if birthday please list date and guest name):
Please advise if you are on connecting or internal flights to / from home country to point of departure to Mozambique: Airline/ Flight no / Dates / Times:
If arriving by private aircraft, please specify aircraft make /model/ registration no and ETA at the resort:

I have read carefully and hereby accept terms & conditions as contained herein:

Signature

IMPORTANT!

Kindly forward a clear & legible copy of each traveler's passport with this form!

Note that we cannot issue air tickets or confirm reservations if we do not receive clear copies of passports
(Please scan and email to us if possible)

IMPORTANT: CHILDREN & ALL TRAVELLERS UNER 18 YEARS OLD

The New Immigration Regulation dictates that as from June 2015, children require UNABRIDGED BIRTH CERTIFICATES, along with their passports, when travelling. Should you be travelling with/making a reservation for children, please ensure that you apply for these certificates timeously

Acceptance of Terms & Conditions

DECLARATION: "I have read through, and accept Mozambique Tours Standard Terms, Conditions and Booking Form terms and my signature below confirms this. I further confirm that I have also advised all members of my travel party of the contents herein, and warrant that they have agreed that they are bound thereby.

Herewith proof of payment for my reservation - Please accordingly, confirm my/our Booking - under the name appearing hereunder. Guests names appear on the "Booking Confirmation" Section of this Form" – which I have duly completed and submit also herewith. **PLEASE CONFIRM MY RESERVATIONS."**

Please Complete In Full – Print Clearly In Black
And either fax to +27 31-207 3373 (intl) / 086 670 8840 (local)or email to mit@iafrica.com

Name: _____

Signature: _____ **Date:** _____

I have read carefully and hereby accept terms & conditions as contained herein: _____

Signature