

IMPACT INCENTIVES (PTY) LTD  
REG. NO. 1993/005222/07

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## GENERAL TERMS & CONDITIONS

All business undertaken by us, including any advice, information or service we provide, whether we charge for it or not, shall be subject to these terms. No act or omission shall be construed as a variation or a waiver by us of any of these terms.

The tour producers, Impact Incentives (Pty) Ltd, their associated companies and their agents, act as agents only and on condition that they shall not be liable for any injury, damage, loss, accident, delay or any other irregularity howsoever occasioned, including but not limited to unforeseen weather conditions, any defect in any vehicle, or other form of conveyance, or by error or default of any company or person engaged in conveying the passengers, carrying out the tour/travel arrangements, or otherwise in connection therewith. All services are provided in accordance with the standard terms and conditions, and subject to the contract conditions of the individual principal suppliers concerned.

## BOOKINGS

All bookings are to be sent in writing, via fax or e mail to Impact Incentive. Any changes to bookings must also be submitted in writing, via fax or e mail.

## PASSENGER RESPONSIBILITY

It is the responsibility of the passenger to:

- Ensure that they are in possession of a valid passport for international travel. It is important to note that South African nationals who are dual passport holders are required to depart and arrive in South Africa on their South African passport. Both passports must therefore be presented at check in. It is also important to note that air tickets must correspond 100% with the name reflected in the passport. It is not possible to travel with an air ticket issued in a married surname and the passport issued in the maiden name. A copy of a marriage certificate does not suffice for travel.
- Arrange adequate travel insurance to cover them for their extended stay beyond the 'group' dates of travel. Any and all claims pertaining to travel insurance, (be it medical, baggage, or other) must be processed directly with the supplier concerned. Impact Incentives will offer assistance in this regard but do not take responsibility for any unpaid claims.
- Ensure that they have obtained the necessary vaccinations/inoculations/health requirements for the countries being visited.
- Ensure that they are in possession of valid visas for the countries to be visited.
- Reconfirm all flights at least 72 hours prior to departure thereof. Impact Incentives specifically excludes any liability for any delay and/ or loss as a result of your failure to reconfirm any flight/and or connecting flight.
- Ensure that all hand and checked luggage restrictions with regard to size, weight and content, are adhered to in accordance with the specific airlines requirements.
- Ensure that all information provided on travel vouchers with regards to bookings of hotels, car hire, tours and activities is correct and in accordance with the passengers instructions to us.
- Ensure that all information provided to us on the applicable registration form with regards to the spelling of names, surnames, the correct passport information, emergency contact information and detailed dietary requirement information is correct.

## **INVOICES AND PRICING**

Invoices are due on presentation and outstanding amounts will bear interest.

Travel documentation can unfortunately not be issued or released until such time as full payment has been received by Impact Incentives.

Payment may be made by cash, cheque or EFT. In certain instances credit card payment can be made, however this is normally subject to a service fee from the suppliers concerned.

Failure to make payment to Impact Incentives on the due date may result in cancellation of the reservation by the suppliers concerned. Any cancellation fees incurred as a result of this cancellation will remain the passengers cost.

All prices remain subject to currency fluctuation, airfare and fuel increase as well as hotel increases and increases put forward by suppliers.

## **SERVICE / ADMINISTRATION FEE**

Impact Incentives reserves the right to charge an administration / service fee over and above any commission which may be payable to Impact Incentives by the supplier concerned.

## **AMENDMENT FEE**

Impact Incentives reserves the right to charge an amendment fee for each amendment made to any flight, hotel, car hire, tour or activity.

## **CANCELLATION & REDUCTION POLICY:**

Impact Incentives contracts with various suppliers on behalf of the corporate client in order to compile a program for the convention/incentive. In all instances there are specific cancellation and reduction terms which need to be adhered to in order to avoid financial penalties. In the event that these penalties are incurred as a result of cancellations/changes made by the passenger, and the corporate client does not elect to incur these charges, Impact Incentives reserves the right to recover these penalties from the passenger concerned.

## **AIR ARRANGEMENTS:**

Impact Incentives enters into negotiation with airlines, on behalf the corporate client. The group airfares provided by airlines are, in many cases, excessive compared with the fares that would be applicable to individual travel and also come with terms and conditions that are not applicable to individual travel.

It is important to note that passengers may only extend their stay at the end of a conference/incentive trip. Travelling in advance of the group is not permitted. The airlines limit the number of passengers that are permitted to extend their stay without affecting the group airfare afforded to the corporate client. Extensions are therefore processed on a 'first-come-first-served basis'.

The airlines provide us with a cut off date by when names are to be provided to the airline and air tickets issued. Failure to meet these deadlines results in automatic cancellation of the seat.

No name changes are permitted by the airlines.

Air tickets must be issued in the name of the passenger as depicted in the passport or identity document. It is the passengers responsibility to ensure that the name is spelt correctly on the registration form and the air ticket.

Any amendments to flight dates, times or routings will result in an administration fee being levied in addition to any difference in airfare that may be applicable to the new date, time or routing. Amendments will only be made on receipt of payment for such amendments.

It is the passengers responsibility to ensure that any frequent flyer number/card is presented to the airline counter on check-in at the airport. It is important to note that in many instances frequent flyer miles can not be earned on group airfares.

In most instances airlines will not permit pre seating for group travel. Wherever possible Impact Incentives will endeavour to provide pre seating arrangements to passengers. An early check-in is the easiest way to ensure the seat of preference is obtained.

### **DELAYS:**

The company does not hold itself responsible for any delay, prior to departure or during the course of the travel arrangements, brought about by technical difficulties, strikes, weather conditions or any other unforeseen circumstances that are beyond our control.

### **VISAS AND PASSPORTS:**

It is the personal responsibility of each passenger to ensure that they are in possession of the correct documentation prior to departure. Impact Incentives will assist wherever possible; however a charge will be levied for all services rendered in this regard.

### **UNUSED SERVICES:**

No refund will be considered for any unused services, irrespective of whether they form part of the basic inclusive tour price, or whether they are in respect of pre-booked optional arrangements.

### **BREAKAWAYS (POST PROGRAMME ARRANGEMENTS FOR INDIVIDUALS):**

At the discretion of the sponsoring company, we will attend to all reservations for passengers wishing to extend their stay.

Please note that we are limited in the number of passengers which the airline will allow to deviate from the group dates. Breakaways will be processed on a first-come-first-served basis (subject to payment of the required deposit). An administration fee is levied for each change of reservation.

### **COPYRIGHT:**

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