



TERMS AND CONDITIONS

When working with TRAVEL EXECUTIVE, please be advised of the following Terms of Service.

Engaging TRAVEL EXECUTIVE

Once you have gotten to know us, and have determined that we are the right fit for your travel program, simply let us know! Upon providing a Plan-to-Go deposit (see description below), we can start designing your trip.

Plan-to-Go Deposit

In order to initiate your personal planning and booking, we require a R250 *Plan-to-Go* deposit. This deposit will be deducted from your TRAVEL EXECUTIVE planning fee (see below). If your planning fee is less than R250, the balance will be refunded to you at the time of departure.

Should you choose to work with TRAVEL EXECUTIVE, and then later cancel your trip or choose not to work with TRAVEL EXECUTIVE for any reason, the deposit will be forfeited.

Planning Fees

Planning fees are based on the destination and length of trip. Fees range from R250-R2500. This fee entitles customers to a wide range of specialized benefits. For additional information, please review our fee page. You are not required to know your final destination at the start of planning; your fee will be established once the destination and length of trip have been decided upon.

Please note, planning fees for group travel and destination weddings are quoted on a case-by-case basis. Please contact us directly to obtain an estimate for your particular program.

When Payments are Due

Plan to Go Deposit: Upon agreeing to work with TRAVEL EXECUTIVE, prior to your itinerary development.

Balance of Planning Fee: Upon receipt of your travel documents and final approval of the trip. TRAVEL EXECUTIVE reserves the right to **charge the balance if the trip is cancelled after all major travel-related items have been booked.**

Surcharges: At the initiation of the program and/or at the time of service.

Pre-payment for some hotels and other services (such as sightseeing tours) is common throughout the travel industry. Some properties will request payment be made to us, and TRAVEL EXECUTIVE then remit to them directly. In this case, we can accept your credit card for such pre-payments but note that an additional 3% fee will be charged to cover the credit card processor's transaction cost, depending on the situation. TRAVEL EXECUTIVE will notify you of any payments required before they are due.

Payment Methods

We accept Visa, MasterCard, and EFT transfers.

Refunds

The *Plan to Go* deposit is nonrefundable but may be transferable to a future trip if valid grounds are provided. If you chose not to proceed with a booked trip, or if significant service issues arise, refunds of other planning fee components will be provided by the same method by which they were paid.

In the event of a trip cancellation, refunds of pre-paid trip items will be determined by the individual vendor cancellation policies (i.e., ground operators, wholesalers, hotels, tour companies, airlines, etc.). In some cases, a vendor may not have accepted a pre-payment but still has the right to charge a penalty (directly to the client's credit card) if the booking is cancelled within the specified cancellation period.

Frequent Flier Miles, Hotel Points and Travel Arrangements

With the continuing popularity of loyalty programs, we understand the desire to utilize them for travel. Usage of miles and points for air transportation is allowed and, if desired, we can research available options and facilitate bookings for a nominal surcharge (see fee page).. In addition, when flights are booked using miles (or

directly by the client), TRAVEL EXECUTIVE will not be listed as the booking agent, and thus can only provide limited assistance in the event of flight-related problems (i.e., schedule changes, delays, cancellations, etc.).

Unfortunately, usage of miles or points for hotel bookings is not allowed as this significantly impedes our ability to leverage our local relationships for the benefit of our clients.

Travel Insurance

We **highly recommends** the purchase of travel insurance. Travel insurance helps protect your investment in your honeymoon in the event of illness in your family, loss of job prior to travel, sickness / injury while traveling, financial default of a travel service provider, or delays in your transportation. If you are renting a car during your trip, the cost of collision/loss damage insurance normally offered by rental car companies is also covered.

To obtain the best coverage, it is important to purchase travel insurance within 14 days of making your initial travel arrangements (pre-existing health condition limitations are waived if purchased early in the process).

TRAVEL EXECUTIVE, through its travel insurance providers, is able to offer this kind of coverage to our clients. The cost will depend on age, length of stay, coverage desired, and value of trip. Please ask your Luxury Travel Advisor for further details.

Responsibility

TRAVEL EXECUTIVE facilitates the purchase of transportation, accommodations, tours, tickets, and other services from various independent suppliers that are not subject to its control. TRAVEL EXECUTIVE cannot, therefore, be held liable for any personal injury or property damage that may occur due to (1) a wrongful, negligent, or arbitrary act by others not under the direct control of TRAVEL EXECUTIVE, or (2) defects in or failures of any aircraft, vessel, automotive vehicle, or other means of transportation not under its control.

In addition, it is the sole responsibility of the client to meet all necessary travel requirements prior to departure, including but not limited to obtaining passports, proper entry visas and medical vaccinations. Your Luxury Travel Advisor, however, can provide contact information for relevant embassies and agencies, if requested.