



## **AGENCY**

NVM Travel is an independent travel agency. We arrange business and leisure travel for our clients. NVM Travel specialises in selling flights alone, Cruises as well as packages, ie: flights with accommodation and optional car hire, transfers, travel insurance and tours. Travel arrangements are booked through third party suppliers who are responsible for providing your travel service or product.

We facilitate travel bookings as your agent on your behalf and arrange relevant contracts between you and travel service providers. We have selected reputable service providers, however, we ourselves are not a provider of travel services and have no control over, or liability for, the services provided by third parties.

All bookings are made on your behalf, by your consent and subject to the terms and conditions imposed by these service providers. We can provide you with copies of the service provider terms and conditions on request. Your legal rights in connection with the provision of travel services are against the specific provider and not against us, except when an error is made on our part. If the travel service provider is unable to provide the services for which you have booked and signed for, your rights are against that provider and not against us.

## **LIABILITY**

To the extent permitted by law, we do not accept any liability for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, natural disasters or any other event which is beyond our control.

## **PASSPORTS**

International travel requires all passengers including infants to obtain passports. Your passport must be valid for at least 6 months after your date of return. If this is not adhered to, you will not be allowed into a country. Your travel documents have

to be issued in the name appearing on your passport. Therefore it is the traveller's own responsibility to stipulate their exact name as per passport on the booking form provided. If any traveller's passport has not been issued by the Department of Home Affairs at the date of completing the booking with NVM Travel, the traveller hereby takes full responsibility for any errors that may occur, ie: wrong name on passport or if passport has not been issued by date of travel, and any cost relating thereto.

South African permanent residents, who are travelling on a foreign passport, must make sure you have the right documentation from home affairs to travel. You are required to let your travel consultant know which passport you will be travelling on in order to erase any problems.

Dual passport citizens: Should you have dual passport citizenship, ensure you travel with both valid passports.

Identity documents for domestic travel: All travel documents must be in the name which appears on your identity documents. Identification is also required for infants.

## **VISAS**

South African passport holders need visas for most destinations including but not limited to the UK, USA, Europe, Canada, Australia and some places in Asia. A Schengen visa is required when transiting in 2 European countries before arriving to your destination. Please note, it is the traveller's own responsibility to sort out their relevant visas. NVM Travel will not take any liability if the passenger forgot to arrange his or her own visa. It is also the traveller's responsibility to check visa requirements with the consulate or embassy of each country being visited including stopovers/ports and transits. When booking cruises it is of utmost importance to check visa requirements when you cross any ocean border, as you may need a visa according to the maritime law of the country concerned. If visa suppliers do not supply you with the correct advice, any claims or concerns must be made directly to the Visa Company, embassy or consulate, as NVM Travel cannot be held liable for any incorrect advice given by the above companies. If your entry into any country is denied, this can be a customs, internal security or home affairs issue and outside of NVM Travel and the visa suppliers control, therefore we cannot be held liable for this.

## **DRIVERS LICENSES & CAR HIRE**

Always remember to take your valid South African drivers license along with your valid international drivers license when renting vehicles abroad. The driver of the vehicle must have a valid credit card when collecting the vehicle as the rental company will usually hold a certain amount on the card until the vehicle is returned.

## **BAGGAGE**

It is advisable to refer to the specific carrier's website for up to date baggage allowances for all your flights. Baggage will be charged for at check-in with certain internal flights or low-cost carriers in destinations such as but not limited to the USA, UK, Europe, Australia and New Zealand. Baggage charges imposed at the airport is the responsibility of the passenger and not that of NVM Travel.

## **SEATING, MEALS & SERVICE REQUESTS**

Specific seats, meals and services can be requested, however, this is never guaranteed. NVM Travel cannot be held liable for any incorrect meals or seat allocations as seat allocation is always at the airline's discretion.

## **TRAVELLING WITH CHILDREN**

New immigration law is coming into effect on 1 June 2015. All children (under 18 years old) are required to produce their unabridged birth certificates, in addition to their passports, when exiting or entering a South African port of entry. When this new immigration regulation comes into effect, it will be the responsibility of all passengers to ensure their children travel with the relevant documentation or risk being denied boarding. If travelling with one parent, approval of the other parent is required in the form of an affidavit. If travelling with no parents, approval from both parents is required in the form of an affidavit. Ages of infants and children travelling must associate with the date of travel.

## **TRAVEL INSURANCE**

Travel insurance is very necessary and highly recommended for all travel, whether travelling locally or abroad. Most if not all airlines and tour operators have extremely high cancellation fees and date change penalties and unfortunately free

insurance offered by credit card companies and banks is not comprehensive insurance. If you need to lodge a claim, contact the insurer directly.

## **HEALTH**

It is your responsibility to ensure that you are aware of recommended precautions relevant to your travel and therefore ensure that you carry all necessary vaccination documentation. Double-check with the relevant embassy whether you are permitted to leave the airport when stopping over in countries on your way to your final destination, as requirements may differ from your final destination. In most cases, failure to present required vaccination documentation may deny you entry into a country. We recommend that you consult with your local doctor before commencing your travel.

## **PRICES**

Please take note, all prices are subject to availability and can be withdrawn or change without notice. Therefore prices quoted are subject to change. The price is only guaranteed once paid for in full. Price changes may occur because of adverse currency fluctuations, fuel surcharges, taxes and airfare increases.

## **CHANGE & CANCELLATION FEES**

The rules regarding changes and cancellations depend on the third-party supplier supplying your product. Airlines do not permit name changes. If you can make changes to your booking, the third party supplier will charge you a fee. All changes must be agreed to and signed for in writing by yourself. All fees relating to the change will be payable by you.

Cancellation penalties will depend on the suppliers' cancellation policy and the fare rules. These cancellation fees can be as much as 100%. Refunds processed by airlines can take up to 12 weeks. If you miss your flight or arrive late, you will be marked as a no-show and will lose your flight, which will be non-refundable.

## **TAXES**

Airline taxes are subject to change and will only be confirmed at the time your airline ticket is issued.

City & Local Tourism Taxes charged by Hotels & third-party suppliers are for the travellers own account and paid locally in the destination's currency.

## **TRAVEL DOCUMENTS**

Travel documents include airline tickets, hotel vouchers, transfer vouchers, tour vouchers or any other document used to confirm an agreement with a service provider. Travel documents cannot be transferred to another person to use. If the traveller provides an incorrect name for the booking, it may result in the booking being cancelled or the traveller may not be able to use the vouchers as confirmation. Please review your travel documentation carefully and advise us immediately of any errors in names, dates, etc.

## **SCHEDULE CHANGES**

It is recommendable that you contact the relevant airline to confirm your scheduled departure time 24 hours prior to your flight. Ensure that your travel documents tie-up with the itinerary.

## **COMPLAINTS**

NVM Travel will only consider claims if we were provided with the fair opportunity to rectify the situation. Third-party claims must be made directly with the supplier of the product as NVM Travel will not be liable for mistakes made by the third party.

Claims against NVM Travel must be directed not more than 4 weeks after your trip. It is important to report stolen luggage to the airline prior to leaving the airport.

NVM Travel is not responsible for death, personal injury or any damages and losses occurring through the provision or omission of a service or product from a third party supplier.

## **PRIVACY POLICY**

We commit to protect your personal information. We along with our third-party providers of travel may disclose your personal information to others that are facilitating your travel arrangements and bookings as well as those providing travel services and products to you. For instance, we may disclose your personal information to airlines, hotels, car rental companies, travel insurance companies and other service providers in facilitating your travel arrangements. We have the

right to monitor, retain and disclose any information needed to satisfy applicable law, regulation, legal process or governmental request.

**GOVERNING LAW**

If any dispute arises between you and us, South African laws will apply.