



# **TAILORED TRAVEL & TOUR**

Travel Made Easy

**Official Company Policy Document**

## **FLIGHT TICKET & BOOKING PAYMENT POLICY**

### **1. FLIGHT TICKET INSTALLMENT POLICY**

- Clients may pay for flight tickets through approved monthly installments.
- All flight tickets must be paid in full before ticket issuance.
- Flight quotations must be accepted and paid within 24 hours due to airline fare fluctuations.
- A non-refundable service fee of **R120** applies to all installment arrangements and is payable with the final installment.

### **2. ACCOMMODATION, TOUR PACKAGE & TRAVEL BOOKINGS**

- A minimum deposit of **50%** is required to secure accommodation, transport, tours, and package bookings.
- The balance must be settled before the supplier's payment deadline.
- This deposit policy does not apply to flight tickets, which require full payment before ticketing.

### **3. REFUND POLICY**

- For eligible fully paid bookings, a **15%** administration fee will be deducted from the refundable amount.
- The R120 service fee remains non-refundable.
- Refund processing times depend on suppliers, hotels, airlines, and other service providers.

### **4. FLIGHT TICKET CANCELLATIONS**

- Last-minute flight ticket cancellations may incur charges of up to **25%** of the ticket value.
- Refunds remain subject to airline fare rules and refund policies.
- Certain promotional fares may be non-refundable.

### **5. GENERAL TERMS & CONDITIONS**

- Tailored Travel and Tour acts as an intermediary between clients and travel suppliers.
- Prices are subject to availability and may change until payment has been received and confirmed.
- By making payment, the client acknowledges and accepts these terms and conditions.

### **CLIENT DECLARATION**

I confirm that I have read and understood the Tailored Travel and Tour Payment, Cancellation and Refund Policy and agree to abide by its terms.

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Contact Information**

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