



## **GROUP TERMS & CONDITIONS**

**TAKE NOTE:** Once you confirm package of your interest, this agreement represents your acceptance of these terms and conditions set out herein (the "Group Terms and Conditions"). Please ensure that you read carefully and understand these Terms and Conditions prior to booking. These Terms and Conditions are subject to change and you are advised to check with **My Next Travel** (agents/employees) and request the latest version of the Terms and Conditions from **My Next Travel** prior to booking your vacation.

### **RATES**

- Quotes are valid for 10 days and may have to be re-priced after that time unless advised otherwise by My Next Travel (agents/employees).
- All rates quoted by **My Next Travel** for services are in Rands (R), (unless otherwise specified in this quote) and are inclusive of all applicable taxes at the rates in force at time of confirmation.
- A service Fee is applicable to all quotes provided by My Next Travel.
- A penalty fee is issued in case of booking cancellation or requesting a refund from My Next Travel, from 24hrs after a payment has been made.
- Tips and gratuities to service providers are not included unless otherwise specified in this quote.
- Currency Fluctuations: rates will be locked in at time of deposit, but prior to the initial deposit this rate is subject to change due to availability. **My Next Travel** reserves the right at any time (including after the initial deposit) to amend the quotation or charge a surcharge to the booking as needed.
- If there are major itinerary changes after the initial deposit, the currency rate may be subject to change.
- Airfare taxes and fuel surcharges are subject to change without notice until paid in full and air tickets issued. All increases or pricing adjustments will

be notified to you in writing as soon as **My Next Travel** is aware of the adjustment. You are liable to pay the tax cost at the time of the final invoice.

- Child Reduction Rates: Infants are considered to be 0-23 months; children are considered to be 2-11 years at time of travel. There are some child discounts available, but this varies by hotel and airline.
- Not Included in the Rates: passports; visas and vaccinations; tips to your tour director, host, driver, local guides, and/or ships' crew; gratuities on ferries, trains, and cruise ships; laundry; telephone; minibar; alcohol, beverages, and food outside of the contracted menu as presented at a hotel or restaurant (these extra items will be billed to you before leaving the hotel or restaurant); optional excursions; airport transfers on non-qualifying flights; portage at airports and train stations; travel insurance premiums; **carrier baggage fees**; and all other items of a personal nature.
- Included in the rates: consult with My Next Travel (agents/employees) about the inclusions of the packages interest in.
- Additional deposits and pre-payments may be required prior to your group's final payment (e.g. theater tickets or hotel pre-payments during peak times). You will be notified in writing of any required payments and terms in writing as soon as **My Next Travel** is aware of this requirement.
- Deposits paid will be deducted from your final invoice.
- Payments be done to the account provided by **My Next Travel**, be advised to re-check banking details before proceeding with any payment. **My Next Travel** shall not be accountable for any inconvenience of making payments in wrong banking details.
- Every payment made should be accompanied by a proof of payment as evidence to payment.

## **CONDITIONS OF PAYMENT**

- Payments to **My Next Travel** shall be made in ZAR (South African Rand) & shall be received by **My Next Travel** in no less than 30 days prior departure with deposit paid by the time advised.
- Late payments will incur a minimum of R145 fee and may result in the non-refundable cancellation of some or all services booked.
- The sender is responsible for all bank fees incurred in connection with the transfer of funds or payment of checks.
- A purchase is not complete until the payment of any deposit and any other monies due and payable have been processed by **My Next Travel** and a confirmation of booking has been sent. Receipt of confirmation from **My Next Travel** constitutes agreement to these Terms & Conditions.
- Despite **My Next Travel's** best efforts, certain items offered on this catalogue may be mispriced and if an item's correct price is higher than their stated price, go-today will, at its discretion, either contact you for instructions before confirming your order or cancel your order with notification.

## **ACCOMMODATION**

- Hotel accommodation is subject to availability at the time of reservation.
- If **My Next Travel** is unable to confirm the sample hotel(s) listed in our quotation, we will attempt to secure space at a similar hotel of equal standard and cost. In the event a similar hotel is not available, a supplement may apply.
- Some hotels require non-refundable and non-transferable deposits in order to guarantee a booking. In such cases, **My Next Travel** will notify the tour organizer and require non-refundable prepayment for that portion of the package.

- At certain times during the year many places have conventions, fairs, events, or holidays. During such periods, if go-today in unable to secure space within the quoted price, a supplement may apply.
- Single, triple, and quad rooms are not guaranteed in all properties and should be requested at time of booking. Room configurations vary and not all facilities have King- and Queen-sized beds.
- All rooms are standard run of the house rooms, unless otherwise stated.
- Special requests such as elevators, air conditioning, etc. are not guaranteed in all properties. In addition, even if a property has amenities such as air conditioning or elevator, it is not guaranteed that it will be operational during your stay.

## **GROUP PROCEDURE**

- Services such as theater, rail, certain trains, meals, transfers, river cruises and all other inclusions, with the exception of hotel and air, are booked and purchased upon receipt of final payment. Any pre-payments required will be advised to you in writing.
- The size of your transport (for tours, transfers and touring) will be determined by the number of passengers in your group. Personalized group tour package's minimum number is 6 (where transport concerned).
- Should passengers on the group bring larger or excess luggage, without advance notice to **My Next Travel**, which cannot be accommodated on the provided transport, they will be responsible for arranging and paying for their excess luggage to be transferred to the destination.
- Not all of our modes of transport are guaranteed to have air conditioning or toilets on-board. If these features are required, please notify us at time of booking. Supplemental charges may apply.

### **ALSO APPLIES IN AIR-BOOKINGS:**

- The price quoted is based upon the exact inclusions as specified in your final proposal. Discrepancies between what your group requires and what is specified in our offer should be addressed before confirmation.
- Any major changes or amendments made after initial confirmation are subject to a change fee charged per person.
- If there are major changes to the group itinerary and inclusions, the quote may have to be re-priced.
- Any deviations, extensions or requests different from the group booking are subject to a deviation fee charged per person, plus any difference in airfare and possible fees from service providers.
- Name change fee: consult with you assigned My Next Travel agent about the fee plus any additional fees charged by the airline.
- No changes are permitted 30 days prior to travel.

## **CANCELLATIONS & REFUNDS**

- In events of a client cancelling a booking with My Next Travel, the agency shall have the right to claim the amount paid, or retain an amount of the payment, provided that My Next Travel shall not impose any cancellation fee in accordance of the booking if the client is unable to honor the reservation due to death or hospitalization.



## WEATHER CONDITIONS

- Guests bear the sole risk of scheduled tours being affected by inclement or extreme weather conditions, such as rain, wind or extreme heat. Under no circumstances can **MY NEXT TRAVEL** or any Operator or Venue be held responsible for weather conditions. No booking can be cancelled or amended by Guests at any time based on weather conditions. Neither **MY NEXT TRAVEL**, not any Operator shall be liable for weather conditions that may affect the delivery and implementation of a planned itinerary.

## RESCHEDULING

- In some cases and subject to Operator availability, it may be possible to reschedule a tour if sufficient advance notice is given, however neither **MY NEXT TRAVEL** nor an Operator shall be bound to reschedule any tour notwithstanding the amount of advance notice given. Tours are always subject to Operator availability. Please contact us if you would like to reschedule. If the Operator is unable to reschedule, the terms of this refunds and cancellation policy shall apply.

TAKE NOTE: THESE TERMS AND CONDITIONS GETS UPDATED FROM TIME TO TIME, KINDLY SEEK FOR THE UPDATES ONES BEFORE TRIP.

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