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1. Terms and Conditions

Reservations

- Rates are valid as indicated in the document - Product Information Pack.
- Rack and STO prices are separately indicated. STO prices are non-commissionable.
- Unless specifically indicated, rates exclude entrance fees; meals for guests and drivers and guides,
- Camissa reserves the right to sub-hire the same or similar vehicle from another operator.
- Rates are subject to change due to unforeseen increases such as fuel price and government levies.
- Rates are subject to your final detailed itinerary
- Quotation and payments are done in South African Rand.

Vehicles

1. Passengers are requested to wear the safety belts where fitted.
2. Passengers are not to leave any personal belongings in the coach where they can be seen by passersby and after the completion of the service. We cannot be held responsible for any losses.
3. Smoking and the use of alcohol is prohibited in vehicles.
4. No beverages are included in confirmations and can be arranged if so requested.
5. The client will be responsible for any damage to the vehicle and its fittings caused by the negligence of any passenger.
6. Baggage and personal belongings are carried entirely at owners' risk. We shall not be liable for any loss or damage to luggage or personal belongings, under any circumstances.

17. Cancellation Policy and Penalty Fee

- Cancellation will only be accepted in writing and we will confirm this in writing
- Non-Refundable Deposit
 - To secure booking: 10% of total value
 - 30 days prior to departure: 25% of the total value
 - 10 days prior to departure: 100% of the total value
 - Cancellation within 24 hours 100% charge total value of the tour
- No shows will be charged in full and no refunds will be made for no shows

PAYMENT TERMS

- All quoted prices Exclude VAT
- Please sign and fax back quote if accepted within 7 days from date of issue
- This quotation is subject to the business's terms and conditions of trade. The client by paying the deposit acknowledges that he/she has read and agrees to be bound there
- The prices reflected in the quotation are valid for the year 2018 only. The prices quoted are based on the itineraries, number of passengers and requirements specified by the client. Any changes to the aforesaid may result in additional cost which will be for the client's account. Please therefore inform us of any changes to your program in order for us to amend the initial quote.
- Any changes to the itinerary must be discussed with management prior to service.
- Bookings for vehicles are subject to availability thereof.
- Provisional bookings will be held for a period of 1 months.
- The client is required to pay a deposit of 50% in order to secure the booking.
- A booking will only be confirmed once we have acknowledged receipt of the client's written acceptance of the quotation and payment of the deposit into our nominated bank account.
- The client is required to ensure that the balance of payment due is paid and had sufficient time to clear, where applicable, prior to the departure date or paid in cash before commencement of the service on short notice bookings.
- The price quoted excludes any meals, toll fees, tourism levies, entrance fees, or any other taxes and levies of whatsoever nature not quoted herein, payable during the tour/excursion. Such fees will be for the client's account.
- Bank charges on international bank transfers are strictly for the clients' account.

PAYMENTS

- Rates quoted herein are in South African Rand (ZAR);
- Payments made into our bank account are to be transferred in ZAR only.
- Bank charges on any transfer are strictly for the clients' account;
- Please use the group/name quote reference when making payments.

PUNCTUALITY

- The collection times are those requested by the client and it is therefore his responsibility to ensure that sufficient time is allowed to arrive at his destination.
- **Should the client fail to arrive at the requested collection point, he will be held liable for the full booking fee.**
- **Except for private tours, guides will leave the collection point on the time stipulated in the itinerary. The client is therefore requested to contact our offices on (021)_5102646..or ..0786577788..should he foresee any delay in arriving at the scheduled collection time in order.**

- The guide may be unable to arrive at the scheduled collection time due to circumstances outside his reasonable control, the client is therefore requested to wait at least..10..minutes after the scheduled collection time, should the guide fail to arrive, prior to making alternative travel arrangements. Our offices will however endeavour to update the client of any possible delay in collection.
- Should a vehicle booked by the client become unavailable, for whatsoever reason, Camissa Travel reserves the right to sub-contract the services quoted, and should the client accept the aforementioned remedy, the substituted service will compare equally as far as circumstances permit.

PASSENGERS PROPERTY

- Passengers are responsible for the care and security of their personal property and luggage and should therefore refrain from leaving their property unattended.
- Neither Camissa Travel, nor its employees will be liable for any loss or damage to property which is beyond its reasonable control. Travellers' are therefore encouraged to ensure that they have adequate travel protection insurance which includes but is not necessarily limited to trip cancellation or interruption, baggage protection, health/medical, accidental and/or death cover.
- Camissa Travel will not be held liable for any incidents whatsoever, to your personal items or luggage, due to a passenger's failure to adhere to these terms and conditions.

PASSENGER CONDUCT

- The guide has the right to refuse any client who in his/her opinion is a danger to the guide, access to the vehicle or the other passengers.
- Camissa Travel reserves the right to refuse admission to person/s that may hinder the health and safety of fellow passengers.
- Smoking, the possession and/or consumption of alcoholic beverages and/or contraband substances, is **NOT** permitted in our vehicles under any circumstances and passengers will be refused boarding at the sole discretion of the guide. In the event of the passenger being refused boarding, the passenger will forfeit any right to a refund or compensation.
- **You will be held fully responsible for valet and/or repair fees should you / your clients sully or damage our vehicles.**
- No animals will be carried on Camissa Travel with exception of trained guide dogs accompanying a visually impaired passenger.
- Camissa Travel will not be obliged to carry any child under the age of 13 years unless that child is accompanied by a responsible adult.
- Camissa Travel is committed to passenger safety. Each vehicle is insured with passenger liability insurance.

GENERAL

- The guide, in his/her sole discretion will determine travel routes. The client is welcome to suggest alternative routes, but should understand that the guide's decision is final and no discussion to the contrary will be entered into.

- A car seat is mandatory in transport children under the age of 3 years. Car seats are not provided and the client is therefore requested to provide same. / Car seats can be provided at a fee of R..... Please indicate whether this service is required when making your reservation.
- Camissa Travel, its Members, agents, associates and any other person indirectly in the employ or service of Camissa Travel shall not be liable for any loss, damage, injury, accident, death, delay or inconvenience to any person or their belongings, unless the aforementioned is attributed to circumstances within their reasonable control.