

# TM Travels Pty Ltd - Standard Terms and Conditions

## Our Agreement

Below lies a guideline of our (TM Travels Pty Ltd) terms and conditions. It sets out a basic guide as to what you are legally entitled to expect from us, and what your obligations to us are as our client.

Please note that we are not providers of any products or services, but rather sell products and services on behalf of airlines, wholesale companies and other service providers. These include but are not limited to accommodation and transportation services, bookings of flights, visas, travel insurance, car rental, shuttle services, transfers and tours.

Please make sure that you understand fully the terms and conditions which apply to your specific travel arrangement. In addition to these terms and conditions, we will also make available to you the terms and conditions or websites of our third-party suppliers according to your specific travel arrangement.

## 1. Bookings

- 1.1 It is important that you understand exactly what you are booking as well as all the fares/fees involved.
- 1.2 It is your responsibility to ensure that all the details on your travel documents are correct, For Example: Spelling of all Names & Surnames and date of birth/ Identification Number. If there are any discrepancies it needs to be brought to our attention immediately for correction.
- 1.3 All names/ surnames in your travel documents need to appear exactly as it appears on your passport.
- 1.4 Upon signing this agreement, you declare that you fully accept our terms and conditions and that of any third-party supplies that we sell on behalf of.
- 1.5 If you are booking on behalf of someone else or a group, you declare that you accept the terms and conditions of TM Travels Pty Ltd and that of any Third-Party Suppliers on behalf of the person/group.
- 1.6 As mentioned above we are not providers of any product /services, we sell products and services on behalf of Third-Party Suppliers. Therefore, we do not take responsibility for any loss/damages, or any product or services provided or not provided by any Third-Party Suppliers.
- 1.7 If for any reason a Third Party is unable to provide the product or service that you purchased through TM Travels Pty Ltd, the issue needs to be resolved with the Third Party and not TM Travels Pty Ltd.
- 1.8 Please note once all documentation that is signed and completed for TM Travels Pty Ltd & Our Suppliers, you confirm that all details stated on Itinerary and booking form is correct and we can issue.
- 1.9 If you (the client) discover any faults or mistakes after you have given us (TM Travels Pty Ltd or any of our any Third-Party Suppliers) the go ahead to issue, TM Travels Pty Ltd or Third-Party Suppliers will not be liable for any changes fee penalties or cancelation fee penalties that occur if any.
- 1.10 Please note that YOU (CLIENT) accept Third Party Suppliers Terms & Conditions when confirming any purchases of products from TM Travels (PTY) Ltd.
- 1.11 ANY communicated confirmation given to TM Travels (PTY) Ltd telephonically or ANY written confirmation from client via SMS, WhatsApp or Email given to TM Travels (PTY) Ltd by client or client booking on behalf of someone else or a group, declares that you (client) accept All Travel information on travel itinerary, the terms and conditions of TM Travels Pty Ltd and that of any Third-Party Suppliers on behalf of the person/group.

## 2. Deposits and Payments

- 2.1 TM Travels requires a deposit to secure a hold on a reservation on your behalf. Deposits are based on a per person basis and are non-refundable.
- 2.2 This deposit only allows us to hold a reservation and does not guarantee the fare/fee price.
- 2.3 Package rates can only be secured once we receive full payment.

## TM Travels Team


### Leisure & Corporate Travel

060-901-4333

[bookings@tmtravels.co.za](mailto:bookings@tmtravels.co.za) & [info@tmtravels.co.za](mailto:info@tmtravels.co.za)

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6 Eton Road, Sandhurst, Gauteng, 2196



- 2.4 Tickets and all travel documents will only be issued once we receive full payments in our account.
- 2.5 There is a booking fee which is required for all bookings on any of our products / services and is non-refundable
- 2.6 TM Travel agents/team will provide you with a date that full payment is required. Our Third-Party Suppliers may require additional deposits on a travel product.
- 2.7 Failure to make payment in full by the given due date may result in forfeiture of any deposits made.
- 2.8 We reserve the right to refuse personal cheques.
- 2.9 If a deposit is paid, please note that full package rate can be affected by Rate of Exchange and the client is liable to pay in the difference if any occurs at time of making full payment.
- 2.10 TM Travels accepts Cash & Eft Payments or Third-Party Suppliers online Credit Card Links if discussed prior.

### 3. Cancellations & Changes

- 3.1 Cancellations & change fee penalties will apply amongst other fees depending on the rules on fares booked and cancellation policies of TM Travel Pty Ltd & All Third-Party Suppliers.
- 3.2 Cancellation fees can be up to 100% depending on time of cancellation, it is the client duty to Travel Consultant about the cancellation & change fees before paying for booking if not stated on invoice documentation by consultant.
- 3.3 If any change fees apply it is the client's responsibility to pay all additional change fees stated.
- 3.4 By signing TM Travel Pty Ltd Terms & Conditions, you accept all Terms & Conditions of Third-Party Suppliers as well.

### 4. Refunds

- 4.1 Refunds due to ANY cancellations done by client can take up to 12 weeks or longer depending on the service or product purchased.
- 4.2 It is NOT TM Travels Pty Ltd responsibility for any cancellations pending refunds that client has processed directly with Any Suppliers.

### 5. Travel Documentation

- 5.1 Please check all your documentation 48 hours before departure to make sure you are updated with all times, dates and travel itinerary details as it is your responsibility.
  - 5.2 TM Travels Pty Ltd is not liable for any loss/damage of any sort for any result thereof.
  - 5.3 All Travellers of any ages are required to have a Valid Original Passport for any international/regional travel
  - 5.4 Original Unabridged Birth Certificates are required for any persons under the age of 18 Years old that is Traveling Internationally.
  - 5.5 Consent in a Form of an Affidavit is required from both parents and Unabridged Birth is required if traveling internationally with 1 or no parents.
  - 5.6 Certain Visa applications require Consent forms and Unabridged Birth Certificate as stated in 5.5
  - 5.7 Dual Passport holders must Travel with both Passports when travelling.
6. South African drivers Licence along with International Drivers Licence with Driver Credit Card must me provided when renting a car overseas or locally.

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7. Please note that it is the client's responsibility to find out if any Visas, Transit Visas, and Stopover/ Port Visas are required for any travel requirements needed. TM Travels Pty Ltd does not issue any Visas but can assist if Outsourced Reputable Visa Supplier can offer Visa required. Visa Supplier does charge a Service fee & TM Travels Charges a service fee on top of the amount required for the Visa Application. TM Travels Pty Ltd does not take any responsibility and is not liable for any Denied Visas, Rejected Visas, Delayed Visas, or any kind of Visa as well as Refused Entry that may cause you loss/damage.
8. Please note that Meal & Seats required can be requested on certain Airlines or with certain Suppliers, but it is not guaranteed as it is only a request. TM Travels Pty Ltd is not liable for any special requests that were not confirmed at time of travel. Suppliers & Airlines are the only ones who can confirm a request. If special request is chargeable, then client/traveller is liable to pay additional cost for that seat, meal or special request. Online Check-in only opens 24 to 48 hours & closes 3 hours prior to departure for domestic flights and 24 hours prior to departure for regional/international flights. TM Travels does not do your online check-in, if you require that service please advise your Travel Advisor in advance during working hours or contact us on the emergency line out of working hours. If check-in is done by TM Travels the travellers confirm that they do not have any hazardous or dangerous items and he/she is aware of the Airlines or Suppliers terms and conditions. Please note that TM Travels does not take responsibility or is liable if travellers are declined boarding due to incorrect documentation, dangerous or incorrect items in his or her hand or checked in luggage.
9. Travel Insurance is highly recommended for Local, Regional or International Travel for Leisure or Corporate Travel. TM Travels Pty Ltd can offer you brochures from our Travel insurance Suppliers and the client is to advise the agent which option they want and require for their travel. TM Travels Pty Ltd is not held Liable for Travel Insurance not taken by client/traveller at time of booking or before traveling. Certain Visa Application requires Travel Insurance which the client should find out before applying for the Visa. Any claims needed to be taken with any Travel Insurance Suppliers must be done DIRECTLY with the Travel Insurance Company.
- 10. COVID-19**  
Traveller/s or client booking on behalf of traveller/s or a group must be fully aware of rules and regulations during the covid-19 pandemic and must have all relevant documentation required to travel based on the lockdown level status travelled within. Wear your mask, wash your hands, be aware of social distancing in all public areas and keep safe. <https://sacoronavirus.co.za/>

I trust all Terms & Conditions above and additional Terms & Conditions of Third-Party Supplier is fully understood, and you agree to all. Client / Traveller who signs all documents take full responsibility for all travellers travelling.

Please send us your feedback on your overall experience from the start of your Journey with TM Travels Pty Ltd till the end of your Trip as it is highly appreciated, so we know how to keep improving through all kinds of feedback.

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

Name & Surname: \_\_\_\_\_

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

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