

Booking Form

Updated September 2022



The team at Rove Africa Islands & Safaris are delighted that you have chosen us to book your travel arrangements. As the booking process forms the most important part in making sure your travel arrangements are secured correctly please could you ensure that this form is completed in full as all reservations for air and land arrangements will be made according to the information you supply. A copy of all travellers' passports must accompany this form on return. This Booking Form which incorporates our Terms and Conditions forms the sole contract between Rove Africa Islands & Safaris and the passengers named below. PLEASE PRINT IN CAPITALS THROUGHOUT and complete one form per couple / single / family (ie. mother, father and children).

SECTION ONE : To be completed by the Travel Agent

Travel Agency		Agency Affiliation	
Consultant's Name		Address for Invoice	
Email Address			
Day Time Contact Number			
Emergency Contact Number		Vat Registration Number	
Quote Number to Book		Requested Departure Date	

SECTION TWO : Passenger details – please ensure that names reflect exactly as per passport.

Passenger Surname	First Names	Title	Date of Birth	Nationality	Passport No	SA Resident Yes/No

EMERGENCY CONTACT DETAILS | Due to unforeseen changes which may occur prior or during your itinerary (flight schedule changes etc.) the below sections are of utmost importance to complete so we can let you know of any major changes as timeously as possible.

Lead Passenger Name		Emergency Contact Person	
Email		Relationship to lead Passenger	
Mobile No		Mobile No	

www.roveafrica.co.za

Tel: +27 11 453 2790 | Emergency Cell: +27 84 900 9013 | info@roveafrica.co.za

Reg: CK 1995/53962/23 | VAT No: 476 020 3952



Islands & Safaris



SPECIAL REQUESTS | Please note any special requests below (e.g Dietary, Medical, Birthday, Honeymoon, Anniversary etc). We will communicate your special request to our suppliers but cannot guarantee the relevant supplier's will honour the requests. Some special requests are chargeable (e.g Birthday cake, special seating etc) and this will be communicated to you during the booking process.

Special Request		Name of Passenger	
Special Request		Name of Passenger	

SECTION THREE : Travel Insurance

COVID 19 TRAVEL INSURANCE IMPORTANT NOTE

In order to qualify for Covid-19 benefits on some travel insurance policies the most important thing is to remember to purchase Travel Insurance within 24hours of booking your trip/paying a deposit/paying first money for the holiday.

Travel Insurance cover is highly recommended. We are required by law to offer adequate cover for your travel arrangements in accordance with Tourism Act No 72 Section 22 of 1993. If no travel insurance is required the following waiver must be completed.

I (Full Name of Lead Passenger) confirm on behalf of

myself and the passengers named in Section Two that we have chosen to decline travel insurance and release Rove Africa Islands & Safaris, it's directors, employees and suppliers from any and all liability associated with my choice to decline the offer to purchase travel insurance.

Signature (Lead Passenger)		Date		Passport / ID Number	
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SECTION FOUR : Acknowledgement of Terms and Conditions

I (Full Name of Lead Passenger) am of age and authorised to

effect reservations on behalf of the above detailed passengers and bind them, as I hereby do, to Rove Africa Islands & Safaris Terms and Conditions which I have read and agreed to. Furthermore I confirm that all passengers have the necessary passports, visas and health requirements for this reservation.

Signature (Lead Passenger)		Date		Passport / ID Number	
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Our Terms and Conditions are attached hereto and can also be found on our website
<http://www.roveafrica.co.za/our-terms-and-conditions>

For any queries relating to the booking process please do not hesitate to contact us.



Standard Terms & Conditions



BOOKING FORM

A completed Booking Form must be received by our offices before any reservations on behalf of the client can be processed. When one person makes bookings for other people, this person is binding these people to the booking conditions. The person making the booking is liable to Rove Africa

- a) If, after your completed Booking Form has been received by our office, and you decide to cancel your reservation before having paid the required deposit reflecting on our invoice and your departure date is 8 weeks or more in advance, a service fee of R 500 (Five Rands per person) will apply.
- b) If, after your completed Booking Form has been received by our office, and you decide to cancel your reservation after paying a deposit – our Cancellation policy will take effect.

DEPOSIT & FINAL PAYMENT

A non-refundable deposit of 20% of the total land confirmed land arrangements value is required within 48 hours of booking (unless otherwise stated on the invoice) in order to secure the reservation. In addition to this deposit, depending on the airline, the full amount for the air tickets may need to be paid within 48hrs to 7 days of receiving our confirmation of reservation.

Peak Season

When a booking is made less than 8 weeks prior to departure date full payment is required. Peak season is defined as the Festive (Christmas & New Year) and Easter periods.

Low Seasons

When a booking is made less than 6 weeks prior to departure date full payment is required.

CANCELLATION POLICY – AIRLINES

Depending on the carrier and fare classes booked airline refund policies vary. Airline refund applications will be dealt with on a case by case basis. Please note that some air tickets are completely non-refundable while others are partially refundable. Refunds granted by the airline can take up to 3 months to process. An airline ticket is only valid for up to one year from original issue.

CANCELLATION POLICY – LAND ARRANGEMENTS

Cancellation of any confirmed booking must be received in writing. If a booking is cancelled Rove Africa shall retain the full deposit.

On cancellation the following rules apply concerning the notice period given on the land arrangements portion of the booking (ie hotels, tours, excursions and transfers):

Peak Season

If 8 weeks or more is given, only the deposit paid is forfeited.

If less than 8 weeks notice is given, the deposit will be forfeited plus an additional cancellation fee will be payable as follows unless otherwise stated:

57 to 42 days - 50% of the land arrangements value

41 to 0 days - 100% of the land arrangements value

Low Season

If 6 weeks or more is given, only the deposit paid is forfeited.

If less than 6 weeks notice is given, the deposit will be forfeited plus an additional cancellation fee will be payable as follows unless otherwise stated:

41 to 31 days - 50% of the land arrangements value

30 to 0 days - 100% of the land arrangements value

Replacement person – Accommodation. When a replacement is found by the person who is cancelling, a change of booking fee will be charged PLUS any additional fees or levies which may be charged by Rove Africa's accommodation supplier. Please note that some hotels will not permit a name exchange and in this case the above cancellation penalties will apply.

Replacement person – Airfare. When a replacement is found by the person who is cancelling, a new air ticket will need to be purchased for the replacement person. No name changes are permitted. The cancelling person's airticket, is more often than not, non-refundable or will be subjected to the relevant carriers fare conditions. Rove Africa will charge a Service Fee of R 500 (Five Hundred Rands per person) to effect new flight reservations and to process any applicable refunds.

No Show. If, for any reason whatsoever, you fail to appear at the reserved accommodation, arrive later or leave prior to the completion of booked period of time, no reimbursement will be considered.

CHANGE OF BOOKING

If, after confirming and prior to issue of documentation and air tickets, you wish to amend your booking in any way, you may do so, subject to paying a change of booking fee of R 500 (Five Hundred Rands) per person for each change (ie. each land arrangement component and airfare). In most cases where a change is made within 7 weeks prior to departure, normal cancellation procedures apply, unless transferring to an earlier date, in which case only the change of booking fee is payable together with any cancellation or amendment fee for the airfare portion of the package and seasonal rate differences for the accommodation portion of the package. While every effort is made to keep to all reservations, should accommodation have to be altered in any way by Rove Africa due to circumstances beyond their control, this does not constitute any reason for a refund. Any alterations made to the reservation which is in force whilst on holiday are entirely the client's responsibility – no credit or refund will be issued for any unused services.

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COVID-19 PANDEMIC

- a) Rove Africa Islands & Safaris, its directors, employees and suppliers are unable to offer any medical and travel advice pertaining to the Covid-19 virus and are therefore not liable for any loss or damage directly or indirectly caused by Covid-19 as well as losses and expenses incurred as a result of sickness and quarantine or any other cause outside our control. Should you have any Covid-19 medical related enquiries please consult your professional health care provider or visit <https://sacoronavirus.co.za/>
- b) Rove Africa Islands & Safaris, its directors, employees, affiliates and suppliers do not accept any responsibility whatsoever for any client or dependent thereof associated with their choice to travel during the Covid-19 Pandemic. All passengers are responsible at all times to ensure that they are compliant with all the applicable local and international Government requirements (testing and documentation) for travel during the Covid-19 Pandemic.
- c) As a result of the Covid-19 Pandemic the norm is no longer the norm with regards to travel; and thus flexibility has now been introduced to many of our supplier's cancellation policies. Due to this period of uncertainty surrounding travel during the Covid-19 Pandemic please enquire about postponing your travel plans should you test positive for Covid 19 prior to your planned departure and Rove Africa Islands & Safaris will guide you through your options.

LIABILITY

Rove Africa, their employees and affiliates do not accept any responsibility for any client or dependent thereof in respect of any loss, damage or theft of property or any inconvenience or personal liability experienced from time of departure to time of return.

PRICE

The price is valid at the time of quotation (unless otherwise stated) but is dependent on currency fluctuations, airfare, airline levies, airline surcharges, airport departure tax and accommodation price increases. Rove Africa retains the right to increase/decrease the price in respect of any fluctuations. Rove Africa guarantees not to increase any prices after issuing final documents and upon full and final payment ONLY if all completed documentation (Booking Form and Passport Copies of all passengers) has been received by our offices at the time of making your reservation.

TRAVEL DOCUMENTS

Once full payment has been received, your travel documents in the form of air tickets and vouchers for the accommodation and services will be issued to you and sent electronically. Should you wish a hard copy of your documentation please let us know and we will hold these at our offices for your collection. Where necessary a detailed itinerary will be provided.

AIRLINES

Rove Africa Islands & Safaris, their employees and affiliates do not accept any responsibility for failure on the part of a carrier to provide a service or any other default occasioned on the part of the carrier. All air transportation arrangements are based on Inclusive Tour Airfares unless otherwise stated and are subject to the carriers Conditions of Contract, Advice, Tariffs, Rules and Regulations.

RESPONSIBILITY

Rove Africa and our overseas agents, operators and co-operating agents act only in the capacity of agents for the passenger in all matters pertaining to hotel accommodation, sightseeing tours and transportation, whether by motorbus, motorcar, boat, airplane or any other means and as such hold themselves free of responsibility for any change in hotel accommodation, amenities and or facilities or any damage occasioned from any cause whatsoever. Furthermore neither Rove Africa Islands & Safaris nor the aforementioned agents can be held responsible for any damage, expense or inconvenience caused by late airline arrivals or departures, or by any change of schedule or any other conditions. In addition, neither Rove Africa Islands & Safaris nor their aforementioned agents and operators can be held responsible for the loss or damage to baggage or any other articles belonging to the passenger.

TRAVEL INSURANCE

Comprehensive travel insurance is strongly recommended. This insurance should provide cover for cancellation and curtailment costs in case you are unable to travel or must cut your journey short, for personal accident and medical costs and for loss of or damage to baggage and personal liability.

GENERAL

The Consumer acknowledges and confirms that: He/she has investigated the prevailing market prices relating to the service and that the prices and terms quoted and contained in this agreement are not unfair, unreasonable or unjust Rove Africa has not required the Consumer to waive any rights, assume any obligation or waive any liability of Rove Africa on terms that are unfair, unreasonable or unjust The warranties, indemnities, assumptions of risk and limitations on risks given or undertaken by the Consumer in favour of Rove Africa in terms of this agreement or as contained in any other booking information or documentation, are fair, reasonable and just given the nature of the services and risks associated with such services. Rove Africa has drawn the attention of the Consumer to the risks associated with the services provided by Rove Africa and the Consumer has accepted such risk The booking form and/or documents relating thereto do not constitute a supplementary agreement for purposes of the Consumer Protection Act and forms an integral part of this agreement The Consumer hereby consents to the jurisdiction of the Magistrate's Court in terms of Section 45 of the Magistrate's Court Act, provided that Rove Africa may institute proceedings in any other competent court in its sole discretion.

This document together with Rove Africa's standard invoice/itinerary/vouchers constitutes the sole record of the agreement between the parties. No party shall be bound by any representation, warranty, and promise of the like not recorded herein.

COMPLAINTS

If, while on your holiday, you experience any problems or have a complaint please inform the supplier of the services e.g. hotel, airline etc immediately as well as Rove Africa so we can assist in resolving any issues for you. Please ensure that we receive your complaint in writing either by emailing info@roveafrica.co.za or sending a text message or Whatsapp message to our emergency contact number +27 (0) 84 900 9013. Please ensure to provide us with your name and surname so we know who to contact. Please do not wait until you return home to report a complaint as your right to claim compensation may be reduced or revoked. While every effort will be made to solve any problems to your satisfaction, we will not accept liability for any claim.

FORCE MAJEURE

Rove Africa Islands & Safaris is not liable for events such as an act of God, fire, explosion, earthquake, flood, storm or any other adverse weather conditions. This also applies to war, civil commotion, sabotage, riot, strikes, lock-outs or other labour disputes, embargo, sanctions, pandemics, epidemics, act of any government or other authority, limitations imposed by exchange control or any other circumstances of the like or different nature beyond the reasonable control of a person. No compensation will be offered by Rove Africa under any of the above circumstances.

PASSPORTS, VISAS AND HEALTH PRECAUTIONS

The responsibility for the provision of current and valid Passports, Visas, Inoculations and Vaccinations and similar is that of the Client alone and Rove Africa Islands & Safaris shall not be responsible or liable for any consequence of any nature arising from the Client failing to ensure that he/she has complied with all such requirements.

TRAVEL INSURANCE

Comprehensive travel insurance is strongly recommended. This insurance should provide cover for cancellation and curtailment costs in case you are unable to travel or must cut your journey short, for personal accident and medical costs and for loss of or damage to baggage and personal liability.

PROTECTION OF PERSONAL INFORMATION

When completing and signing Rove Africa's Booking Form you are authorizing Rove Africa Islands & Safaris and its employees to collect your Personal Information as contained in our Booking Form in order for us to process your requested reservations with the relevant suppliers. You also agree that Rove Africa Islands & Safaris is entitled to store and back up your personal information on our server. Rove Africa Islands & Safaris will not disclose your personal information unless it is legally or contractually required to do so. We agree to use all reasonable efforts to ensure your personal information in our possession is kept confidential, stored in a secure manner and processed in terms of POPI.