

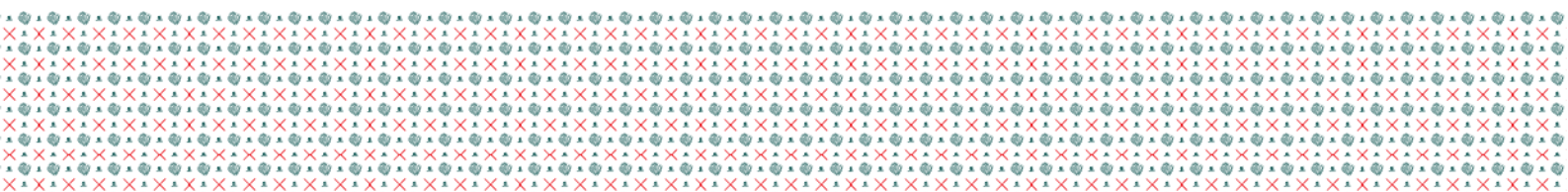
TERMS AND CONDITIONS

Privacy

At HME Crafted Holidays, it is our policy to keep all your personal information strictly confidential. No personal information will be made available to third parties, unless required by the law or a legal process. When personal information such as your name, email address and credit card details are provided to us, we are obliged to protect such information from unauthorised access and the use thereof.

Bookings

To secure your reservation with us, HME Crafted Holidays **requires a 50% payment of** the total amount payable at the time of confirming your booking and **50% of the remaining quote** 4 weeks before arrival. Failure to make this payment will unfortunately result in your reservation being cancelled. Please be advised that should you be quoted in foreign currency and wish to settle payment by means of a credit card, due to the foreign exchange regulations enforced by the South African Reserve Bank, your quotation will be converted into South African Rands (ZAR) prior to the transaction being processed. The exchange rate on the day that the transaction is processed will be used to determine the equivalent amount in ZAR with any resulting foreign exchange discrepancies or bank charges being for the client's account. The South African Reserve Bank prohibits South African companies from accepting foreign credit card payments and holding these funds in foreign currency. The payment is therefore required to be converted into ZAR before it can be credited to the recipient. Clients are welcome to settle payment by means of a bank transfer. In this instance, the amount will be converted by your bank on presentation of our invoice. Please note it is the client's responsibility to inform and instruct their bank that the net invoice amount must be equal to the funds clearing into the HME Crafted Holidays bank account and that all related bank charges are for the client's account.



📍 PO Box 50489, Waterfront, South Africa, 8002

☎ +27 (21) 439 6794 ✉ info@hmecraftedholidays.com 🌐 www.hmecraftedholidays.com

DIRECTORS: DR. C FRONEMAN, D DE JAGER, HME Crafted Holidays (Pty) Ltd – Reg no 2015/397825/07



HME

CRAFTED HOLIDAYS

All the quoted rates include Tourism Levy which is in place or may be imposed in the future. HME Crafted Holidays reserves the right to amend the quoted rates should there be any change in the percentage rate of VAT, or any other levy or tax, or unforeseen and unbudgeted for increases in labour and key commodities, or impost becoming payable by HME Crafted Holidays after the date of printing of this contract or in the event of the devaluation of the SA Rand against the US Dollar.

Cancellations

Cancellations requested are subject to a fee equal to 100% of the total cost.

Refunds:

Refunds will not be given for unused services nor if client is a no show.

Delays:

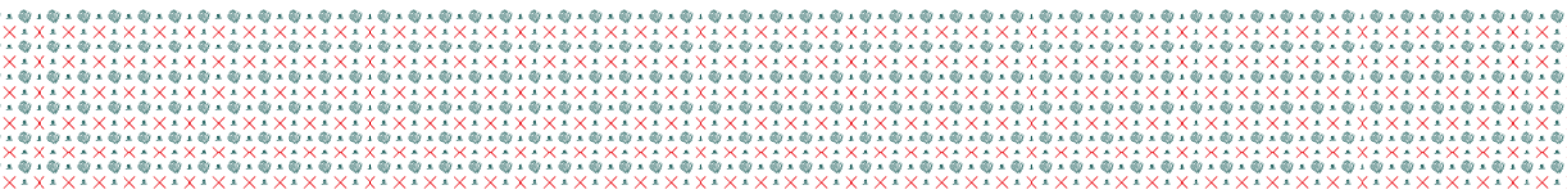
HME Crafted Holidays cannot be held responsible or liable for any delays prior to departure or during any tour, whether brought about by technical difficulties, strikes, adverse weather conditions or any other foreseen/unforeseen circumstances. Expenses incurred relating to delays negligence are for the passenger's account.

Travel Documents (passport, visa, health):

The onus is on the passenger to check that all travel documents are in order. This includes passport validity (minimum of 6 months after intended return date and a minimum of 2 blank pages); visa requirements; vaccinations; re-entry permits etc.

Travel Insurance

As a SATSA associated company, we offer our clients complimentary cover if one of the reserved properties or services goes out of business. Only services booked and paid for through HME Crafted Holidays are covered in this instance. Our complimentary protection does not cover medical expenses, lost luggage, air fares, etc. and we therefore recommend that you take out additional travel insurance cover as is customary.



📍 PO Box 50489, Waterfront, South Africa, 8002

☎ +27 (21) 439 6794 ✉ info@hmecraftedholidays.com 🌐 www.hmecraftedholidays.com

DIRECTORS: DR. C FRONEMAN, D DE JAGER, HME Crafted Holidays (Pty) Ltd – Reg no 2015/397825/07