

STORYSCAPE TRAVEL Tours and Breakaways

BOOKING, PAYMENT, AND CANCELLATIONS TERMS & CONDITIONS

GUESTS BOOKING DIRECTLY WITH STORYSCAPE TRAVEL FOR LOCAL SOUTH AFRICAN BREAKAWAYS OR TOURS

1. BOOKING PROCESS

1.1 The Client shall be responsible for informing StoryScape Travel of any bookings, confirmations, booking amendments, or cancellations of services in writing by e-mail NOT WhatsApp. The onus of proof of delivery in this regard will be on the Client. Any other form of communication is not valid and cannot be used as a frame of reference regarding any bookings, cancellations etc.

1.2 Provisional Bookings will be held as follows:

In Order to confirm your Booking, StoryScape Travel must receive a 25% deposit of the Total Breakaway or Tour Price within 7 days of your receipt of your Invoice. The Deposit Amount will be stated on the Invoice.

1.3 Should the Deposit not have been received by StoryScape Travel within the stipulated 7 days, StoryScape Travel reserves the right to release reservations, unless requested in writing by the Client to extend the Provisional period. Any extension period agreed with the Client by StoryScape Travel will be confirmed by email. The extension of any Provisional period will be at the sole discretion of StoryScape Travel.

1.4 In the event StoryScape Travel receives a confirmed reservation request against space being held on a Provisional basis by the Client, after 8 days of having invoiced the Client, and without having received the 25% deposit, StoryScape Travel reserves the right to request confirmation or release of the held space to be actioned within 24 hours.

1.5 Upon confirmation Client will be required to disclose their nationality & ID number. This information is required for a guest to qualify for South African Rates.

1.6 Confirmed space will be subject to the appropriate cancellation and payment policies.

2. PAYMENT TERMS

2.1 A booking is only held on a Provisional basis until a 25% deposit has been received by StoryScape Travel within 7 days of Client receiving an Invoice.

2.2 Deposits

2.2.1 The amounts required to confirm a booking are as follows: Direct Guests are required to pay a

25% deposit within 7 days to confirm a reservation, with the balance due payable 55 days before the start date of the booked activity.

2.3 Balance of Payment

2.3.1 Balance of payment is due 55 days before the start date of the booked activity.

2.3.2 When booking a Tour or Breakaway for more persons, the booking form gives the option for SST to send personal invoices to each attendee OR the person booking can state that they will take responsibility of payment for the invoice for all attendees. Should the final payment have a shortfall, this will be the sole responsibility for the person who took payment responsibility on behalf of the attendees. If TOTAL payment is not forthcoming 30 days prior to the start date of the activity, SST reserves the right to cancel the Tour / Breakaway, and all deposits will be forfeited.

3. PAYMENT METHODS

3.1 Guests must make payment via electronic transfers into SST's bank account

3.2 All electronic transfers should be made in full and FREE of any bank or ATM Deposit charges.

4. CANCELLATION BY CLIENT

4.1 Cancellation of all bookings must be made by Client in writing and is only effective upon receipt of the written notification by StoryScape Travel.

4.2 Provisional Bookings held by StoryScape Travel where no deposit has been paid within 7 days of Client receiving an Invoice, StoryScape Travel reserves the right to request confirmation or release of the held space to be actioned within 24 hours.

4.3 On cancellation of a confirmed reservation StoryScape Travel shall, subject to the relevant provisions of the Consumer Protection Act No. 68 of 2008 (as amended from time to time), and to the extent that the provisions of said Act are applicable, be entitled to the payment of the following cancellation fees:

If cancellation of any booking, or any part thereof, is received after 14 days of receipt of a deposit payment by StoryScape Travel, a 25% cancellation fee of the total price of the Breakaway / Tour Price will be charged. Thus, Client has a 14-day cancellation grace period after having received an invoice.

Please note this does not apply to bookings made for a tour taking place within 30 days of booking.

If cancellation of any booking, or any part thereof, is received 60 days prior to the start date of the activity, a 50% cancellation fee will be charged.

If cancellation of any booking, or any part thereof, is received 45 days prior to the Start Date of the Activity an 80% cancellation fee will be charged.

If cancellation of any booking, or any part thereof, is received 30 days prior to the Start Date of the Activity an 100% cancellation fee will be charged.

4.4 Expenses Incurred on Behalf of Client

Cancellation fees represent recovery of expenses incurred by SST on your behalf as of the date of your cancellation. These expenses include, but are not limited to, administering your reservation, planning for your participation, and paying 3rd-Party suppliers for your participation in the tour. These expenses cannot be recovered, regardless of the reason for cancellation.

Client acknowledges and agrees that should the tour not operate after you have cancelled, for whatever reason, client has no claim to further recompense.

Client is reminded that the amount and type of travel insurance you determine is appropriate to protect you from the risk of financial loss is your only recourse for reimbursement of any imposed cancellation fees.

4.4 Change of tour Date by Client

NOTE: SST does not allow travellers to "move" from one tour to another, or to "transfer" funds from one tour to another. Even if it is the same tour, but on a future date.

The process is:

- 1) Cancel the original tour by email.
- 2) The cancellation policy will be applicable and executed, with a confirmation of cancellation.
- 3) Receive the Cancellation Confirmation Email
- 4) Make the new reservation and follow the booking process as per new booking.

4.5 The cancellation penalties are non-negotiable. We apply our cancellation penalties equally to everyone. Adequate travel insurance is your only recourse for refund.

4.6 Non-Payment of final payment:

Client acknowledges that they may be removed from a tour if they have not made a required payment by 7 days after the stated payment due date. An email reminder for the outstanding payment will be sent, also contact made by telephone. If no payment has been made even after communications, it will be regarded as a non-payment with removal from the tour. SST will email client with the notification. Cancellation penalties will be applied based on the date of removal from the tour. Any remaining funds on account will be converted to parked credits and held for 120 days.

4.7 .4 Parked Credits or funds (i.e. Voucher for Future Travel)

Client acknowledges parked credits or funds will be held on client's account for a period of time not to exceed 18 months (549 days) from date of cancellation, whatever the reason, by client or SST. Client further acknowledges that unused parked credits will automatically be forfeited if not placed on a future tour taking place by the stated expiration date of the parked credits. This is solely the client's responsibility to make use of the credit.

5. CANCELLATION OF A TOUR or BREAKAWAY BY STORYSCAPE TRAVEL

If a Tour / Breakaway is cancelled by the Tour Operator before the date of departure for reasons other than Force Majeure and the cancellation is not caused by the Client's fault or negligence and the Client has paid a deposit or the full amount. Client will have the choice of accepting: one of the below:

a) The same Tour / Breakaway at a future date acceptable to the Client where the same Tour / Breakaway is published at the same price. Should the Client wish to partake in a more expensive Tour / Breakaway the difference between the two products will be payable by the Client.

b) a substitute Tour of lesser value, ONLY if no Tour of equivalent or superior value is reasonably available, the Client will recover from StoryScape Travel the difference between the price of the Tour originally purchased and the substitute Tour

c) Client may receive a full refund of any monies paid to and received by StoryScape Travel.

d) At any time before the FINAL PAYMENT DUE DATE: Clients will be notified via email when a tour lacks the minimum number of travellers to operate. All payments will be refunded within 7 business days.

6. BANKING DETAILS

6.1 Electronic transfers may be paid directly into the below listed bank account. Proof Of Payment should be sent to accounts@storyscapetravel.co.za

6.2 Under any dispute regarding payments, Proof of Payment, together with the appropriate guest details, and order / invoice number must be emailed to StoryScape Travel in order to reconcile the appropriate records.

6.3 Failure to do so may result in the payment not being reflected against the Client's booking, and the space released due to non-payment.

6.4 Please be aware that there is a risk posed by cyber fraud, specifically affecting email accounts and bank account details. Please note that our bank account details will not change during the course of a transaction, and we will never change our bank details via

email. Should there be any doubt regarding account details before making payment then rather contact us at 0848391408. Any fraudulent activity due to this worldwide scam or any other cannot be held against SST. Please be aware it is always the persons making payments responsibility to make sure they have the correct banking details.

7. BANK ACCOUNTS

ZAR Account Details (for South African Rand Invoices)

Account Name: StoryScape Travel PTY LTD

Bank: Nedbank Ltd.

Account number: 1197108386

Branch code: 19876500

Account Type: Business (All Amounts include 15% VAT.)

8. TRAVEL & MEDICAL INSURANCE

Insurance coverage by the Client is advised, including coverage for cancellation, personal effects, personal accident, medical, emergency evacuation & travel expenses.

8.1 Booking of flights or any transport

It is strongly advised that Clients book flexible tickets in case of the event that the Tour is cancelled, or the dates are changed. StoryScape Travel reserves the right to cancel tours as per section 5 of these Terms and Conditions. StoryScape Travel will accept no liability of any loss of monies due to cancellation or change of flight tickets or any other means of travel by Client, due to Cancellation or change of Tours. (As per section 5)

8.2 StoryScape Travel reserves the right to modify these terms and conditions at any time. Your continued use of our website and services provided by SST constitutes your agreement with the modified terms and conditions.

8.3 Documents Required to Travel

It is the traveller's responsibility to obtain and present the required documents necessary for travel. (if applicable)

This includes, but is not limited to, a valid government-issued photo ID, passport, visa, Letter of Invitation, shot record, proof of medical evacuation insurance, and any other documentation that may be required at time of travel.

- Travelers who have any question as to their ability to obtain and present the required documents necessary to travel to a country should address their questions to the embassy or consulate of the country to which they will be traveling.

- For tours requiring a passport, traveller must be in possession of a machine-readable passport valid for 6 months after her tour return date along with applicable visas.

- It is the traveller's sole responsibility to secure and/or pay for any and all visas, reciprocity fees, affidavits, immunizations, tests, etc. that are required to be permitted entry into each destination. In some countries you may be subject to entry (reciprocity) fees and/or departure taxes/ exit fees which will be collected at the airports upon entry/departure by local government authorities. Please note that entry to any country may be refused even if the required information and travel documents are complete.

- For up-to-date detailed information on travel documents and visas, entry/exit taxes and further information on entry and exit requirements, please check with your local consular services. Traveler understands that requirements for entry may change. Staying abreast of requirements for entry and obtaining and carrying these documents is your sole responsibility. SST bears no responsibility for such information and will not be responsible for advising and/or obtaining required travel documentation for any traveller, or for any delays, damages, and/or losses including missed portions of your vacation/holiday related to improper documentation or government decisions about entry.

- Any traveller who cannot obtain proper documentation to travel, no matter when or how that discovery is made, will be responsible for whatever cancellation penalties are in force at the time of cancellation from the SST tour or at the time of denial of travel.

8.4 At SST Sole Discretion:

Client acknowledges that StoryScape Travel reserves the right to remove any client from the tour prior to departure to the safety of the client and/or protect group participants. This includes, but is not limited to, indications of cognitive impairment such as dementia, abusive language and/or threatening behaviour towards SST Staff or group participants, or discovery that the client does not meet minimum requirements for participation in the tour. SST will notify the traveller of their removal from the tour and reserves the right to impose all cancellation penalties in effect at time of removal from tour. SST reserves the right to refuse any future reservations from the client.

9. CONTACT US

Reservations Email:

info@storyscapetravel.co.za

Managing Director Email:

mark@storyscapetravel.co.za

Accounts Email:

accounts@storyscapetravel.co.z