

Website & Digital Product Terms & Conditions

Unless otherwise stipulated, package prices displayed on the www.veyratravel.co.za website and/or on our social media channels are per person (pp) twin share (2 adults sharing a room), include discounts, and are subject to availability and rate of exchange changes, and may be capacity controlled. The offers are a guide only and may vary depending on departure date and availability. Our guide price is based on the cheapest departure within the stipulated season; price and availability are correct at time of loading.

Advance purchase, peak season surcharges, block out dates and minimum stay conditions may apply. Packages are based on CASH price. Visas may be necessary, and insurance is essential. Specific terms and conditions apply for each package, and these will be found under the relevant package detail pages.

Flight prices are generally quoted per person (pp) and have different validities, book by dates and travel dates. Please ask us for more information. Pre-payable airport taxes are correct at the time of being published and may vary. Taxes will increase if stops are made on your journey. E&OE

Accuracy

We always aim for accuracy of the information and prices supplied on our website, social media channels and in any advertising material that we publish. Sometimes changes beyond our control may occur and errors may happen. Therefore, we reserve the right to correct our prices and other details in these circumstances. Offers can also be removed at any time. Please check the current price and all pertinent information relating to your bookings before you confirm.

VEYRA TRAVEL QUOTE TERMS AND CONDITIONS:

If you have received a quote from Veyra Travel, it is always best to book as early as possible as all prices quoted are subject to availability and rate of exchange at the time of booking and payment.

All quoted prices for flights and packages include Veyra Travel's Standard Ticketing and Transaction fees as well as any administration fees.

Have we given you the best price? We aim to be as competitive as possible and always offer better value. If you receive a lower written quote elsewhere for the exact same package, please let us know.

Passports: Please ensure that all travellers have a passport that is valid for a minimum of 6 months after your return date to South Africa. Temporary passports are no longer issued by Home Affairs.

Visas: Please ensure all the necessary visa requirements have been met for all countries visited or transited through during your journey. Veyra Travel will refer you to a Visa Supplier to advise and fulfil your visa requirements if you would like to have assistance. You will be required to sign a visa disclaimer exempting Veyra Travel from any responsibility in this regard.

Travel Insurance: Travel Insurance is essential to protect you from cancellation, medical and personal expenses, or loss. We highly recommend purchasing insurance for all persons travelling. We have competitive rates with differing levels of cover so please make sure you ask your consultant about Bryte Travel Insurance policies.

Conditions of Business: Veyra Travel always acts as an agent, subagent or broker for various principals and other parties, inter alia; tour operators, airlines, cruise companies, car hire and touring firms, hotels and other providers of tours, transport, sea or land arrangements and other travel-

related services. We act on behalf of these principals and are not responsible for acts of error or omission made by them or their agents.

Children under 18 years of age: South Africa Immigration regulations stipulate that all children under 18 years of age must travel with their unabridged birth certificate or a full birth certificate displaying both parent's names. Please ensure you have applied for these well before your intended holiday. Please request further information on these new regulations from your Veyra Travel consultant or click on the below links:

- [Home Affairs Immigration Procedures](#)
- [Home Affairs Parental Consent Affidavit](#) for parents not travelling with their children

VEYRA TRAVEL'S BOOKING TERMS AND CONDITIONS:

These booking terms and conditions apply to any booking that you make with our consultants, whether in-store, over the phone, live chat or by email. For bookings made and paid for by you on our website, please go to <https://www.Veyra Travel.co.za/online-booking-terms-and-conditions> for those specific terms and conditions.

You must read, understand and accept the terms and conditions before confirming/paying for your travel arrangements. These terms and conditions will be binding on you as soon as they have been accepted by you or any member in your party, either by physically signing a copy in store, digitally signing the Booking Sales Agreement or accepting them when you make an online booking. We recommend you keep a copy of these terms and conditions that you have accepted.

Conditions of Business

Veyra Travel acts at all times as an agent, sub agent or broker for various principals and/or other third-party suppliers inter alia; tour operators, airlines, cruise companies, car hire and touring firms, hotels and other providers of tours, transport, sea or land arrangements and other travel-related services such as visas or insurance. We act on behalf of these principles and/or third-party suppliers and are not responsible for acts of error or omission made by them or their agents. When you accept our Booking Terms and Conditions, you also accept and agree to be bound by the third-party service provider agreement.

Deposits

All bookings must be accompanied by the required deposit or full payment, depending on the airline, tour operator or third-party supplier used. All deposits are non-refundable. Veyra Travel reserves the right to cancel a booking should the required deposit not be received. Payment of a deposit does not guarantee the price quoted. This may be affected by rate of exchange fluctuations and other factors beyond Veyra Travel's control.

Service Charges

Veyra Travel reserves the right to implement Service Charges for the services provided to facilitate your booking. These are included in the prices quoted to you prior to booking, or at the time of making any changes. These fees are for services we provide from your initial enquiry stage through to confirming your booking. This includes the sourcing of various travel options for you, the booking and processing of your arrangements with the various third-party suppliers, advising of entry requirements and health regulations as well as after sales support whilst you are on your journey. Service Charges may include, but are not limited to, booking, ticketing, documentation,

amendments, cancellation, communications, consultation and administration fees. As we provide services prior to your departure, all Veyra Travel service charges are non-refundable in the event of cancellation of your trip for any reason, including Pandemic Travel Restrictions. Please refer to the Pandemic-Specific Terms and Conditions which detail these in full.

Payment Methods

Please reconfirm your outstanding balance before you make a payment as prices may have fluctuated with the rate of exchange.

Veyra Travel accepts payment via the following methods:

- Cash, Eft or Direct Deposit: Into one of our bank accounts shown on your sales agreement. Please use the 6-digit Veyra Travel Booking reference as your reference when making your payment. Bank transfers can take up to 48 hours to reflect and your booking cannot be processed unless the funds have cleared in our account.
- Credit or debit card: Cards produced in one of our stores.
- DPO PayGate 3D secure Online Payment: Please ensure your credit card is set up for 3D Secure transactions.
- Third-party supplier online credit card payments: Via the Supplier's website — please send proof of payment to the Veyra Travel Consultant once completed.

Should you be concerned the bank details have been tampered with, kindly confirm the account details by calling Veyra Travel Central Services on 0718838578

Check ALL your documentation

Check that the Names booked are as per Passports or ID Book

The names on your Sales Agreement and all Travel documents must be spelt the same as those on your valid passports (international travel) or ID books (domestic travel). Once your tickets are issued, name changes are not allowed so please check this prior to paying for your booking and when you receive your travel documents. **If travelling on a local MSC Cruise** that visits any international port (eg Mozambique or Portuguese Island) a valid passport is required for all travellers.

PASSPORT requirements for International Travel

Please ensure your passport is valid for at least 6 months AFTER you return from your trip.

Please ensure you have 2 - 3 consecutive blank pages in your passport when you travel.

Dual Citizenship passport holders must carry both passports when travelling abroad. It is a Home Affairs regulation that SA Passport holders must use their valid SA passport when leaving SA and when re-entering South Africa. Your foreign passport may only be used to enter and depart your country of destination.

ID requirements for SA domestic travel only

When travelling domestically within South Africa, passengers are required to present one of these valid photo ID options at check-in:

- A valid Driver's License

- A valid South African ID or Smart Card
- For children under 16yrs of age, a birth certificate must be produced.

Visa requirements

Visas are required by South African passport holders to many destinations including the USA, UK, Australia, and Europe. Transit visas may also be required when transiting from one country enroute to another one. If transiting through 2 Schengen countries, you will need a Schengen transit visa.

Please ensure all the necessary visa requirements have been met for all countries you are travelling to OR through (E.g., Transit Countries)

Please ensure you allow enough time for all visa applications as the processing time varies according to each embassy. **The issuance of a visa does not guarantee entry into that country.**

Your Veyra Travel consultant will advise you of Visa Suppliers who may be used to assist with your visa application/s at an additional fee. You can either accept or decline the use of a visa supplier by indicating your choice on the acceptance page of the Sales Agreement.

All visa applications processed through a Visa Supplier must be prepaid, prior to submission, based on a quoted price. This price may change depending on the full and final cost charged by the embassy at the time of submission. Any additional amounts will need to be settled by you prior to passports being handed over.

Some countries require you to apply in person for their visa and therefore you may not be able to utilise a Visa supplier for those applications.

Referred Visa Request

By selecting this option on the Sales Agreement acceptance page, you agree to the following statements:

- I understand that it is my/our responsibility to obtain all required documentation for the Visa/s and to complete all the application forms in sufficient time to allow for the timeous processing of the visa application/s.
- Veyra Travel may, on my request, recommend a Visa supplier for assistance in acquiring the visa/s, however Veyra Travel accepts no further responsibility for the processing of my/our visa.
- I/we understand that the Visa service providers will charge a fee for their services, the visa cost and any other fees applicable for the application.
- I/We understand that it is my/our responsibility to ensure, once the passports are returned to me/us that the visas issued are valid in respect of my/our itinerary and that all dates and entry points are correct. I/We understand that the payment of the visa fee does not guarantee a visa will be approved as this is subject to the relevant Embassies approval process.
- I understand that the Visa suppliers are not Veyra Travel's agents, employees, sub-contractors, or nominees and therefore cannot be held responsible for their actions, omissions, or errors.

Self-Obtained Visas

By selecting this option on the Sales Agreement acceptance page, you agree to the following statements:

- I/we acknowledge that I/we have been strongly advised to process my/our visa/e through a Visa supplier and hereby declare that I/ we have declined this offer, and I /we will be responsible for obtaining my/our own visa/e.
- Accordingly, I/we will not hold Veyra Travel and its associated subsidiary offices, including any member of your staff and consultants liable for any losses or damages of whatever nature which I/we may suffer as a result.

No Visas Required

By selecting this option on the Sales Agreement acceptance page, you agree to the following statement:

- I/we confirm there are no visas required for any travellers on our Itinerary.

Travelling with Children - SA Immigration Regulations

South African Immigration regulations stipulate that all children under 18 years of age require the following when travelling internationally or on a **local MSC Cruise**:

- A valid Passport, which must be valid for at least 6 months after their return date.
- Any required visas for the destinations they are travelling to or through (transit countries)
- **Unabridged Birth certificate** (this may be called a Birth Certificate/Full birth certificate or other name if from a different country, but it must contain full details of BOTH parents of the child).

If travelling with one parent:

- Consent from the other parent is required in the form of a Parental Consent Affidavit
- A certified copy of that parent's ID.

If travelling without either parent:

- Consent from both parents is required in the form of a Parental Consent Affidavit,
- A certified copy of both parent's ID's.

Please click here to access the [Home Affairs Parental Consent Affidavit](#) for parents not travelling with their children.

Please note:

If the Parents' surname on the Unabridged Birth Certificate differs from that of the surname on their passport e.g., Maiden name vs Married name, please travel with a certified copy of your Marriage Certificate as well.

Documents must be original or certified as a true copy of the original by a commissioner of oaths or the equivalent commissioning authority in your country of nationality and certified copies must not be older than 3 months before your last travel date.

For all applicable details on these regulations please refer to the [Department of Home Affairs official communication](#).

Driver's License/Car Hire

If you are hiring a car/motorbike or any type of transportation vehicle in another country or within South Africa, you will need a valid driver's license for that category of vehicle.

We recommend that you always travel overseas with an International Driver's License obtainable from your local Automobile Association (AA)

Minimum age for car hire is 21 years old, sometimes older, depending on the country you will be driving in.

The driver of the vehicle must hold a valid credit card in their name to produce on collection of the vehicle as you will be asked to pay a deposit on the vehicle over and above the car hire charge.

Please specify at the time of booking if you require a baby/child seat for the rental vehicle which we can request at an additional charge. Car seats are compulsory for all children under the age of 3 years in South Africa and may be mandatory in other countries so you will need to pre-book it if not taking your own.

Health Requirements

It is your personal decision to travel, and in doing so you should be aware of any travel restrictions with regards to health requirements such as Yellow Fever, Malaria and Covid-19 as well as any other pandemic or health-related restrictions.

Veyra Travel assumes no responsibility in this regard and shall not be liable for any unsafe conditions or health hazards including pandemics or other illnesses in any manner whatsoever resulting in the cancellation of your booking.

You must review the latest health information provided by the World Health Organisation before embarking on your journey to ensure that you have all the specific information relating to your specific trip. Please consult your health practitioner or a Travel Clinic if you are unsure of the requirements.

Travel Insurance

Veyra Travel strongly recommends that you purchase adequate insurance to cover you and your group. Cover yourself in the event of cancellation due to medical reasons, loss or damage of baggage and other insured events that could incur on your journey.

Please note that not all Travel insurance policies protect against cancellation due to pandemics and/or third-party supplier defaults so you must read the policy wording and levels of cover offered very carefully before selecting your policy.

We would recommend that you consider purchasing optional "Un-Named Cancellation Cover" which is usually an additional cost on top of your Travel Insurance policy premium and must be purchased within 48-hours of booking your trip. Please ask your consultant for information on this additional level of insurance cover.

Bryte Travel Insurance are Veyra Travel's exclusive insurance partner.

Insurance is recommended for both International and Domestic trips.

Your Veyra Travel Consultant will furnish you with the levels of cover offered by Bryte Travel Insurance, but you will need to decide which policy type is most suitable to your travel needs.

The Veyra Travel consultant will facilitate the issuing of the Insurance policy but is not able to provide insurance advice. For insurance related queries, or for claims on your policy, please contact Bryte Travel Insurance on 0860 737 775.

Always read the insurance policy documents and full policy wording that will be emailed to you as it contains vitally important information regarding the cover you have purchased and the claims process.

Free Credit Card insurance may not be adequate cover for your trip.

You are required to advise whether you would like to purchase an insurance policy or are declining such insurance, by selecting one of the options on the acceptance page of the Sales Agreement.

Bryte Insurance Payments

Please note that due to Financial Service Provider Regulations, Veyra Travel is unable to collect payment on behalf of Bryte Insurance. Clients will need to settle their Travel Insurance policy cost directly with Bryte via Credit Card or Secure EFT payment using the link below. Your consultant will send you a BRYTE policy or quote reference which you can use to make payment [on this link](#).

Cancellation and Amendments to your bookings

Both Veyra Travel and the third-party suppliers charge cancellation fees. Please ask your travel consultant to explain the fees relating to your booking. Please ensure you have received a copy of the third-party supplier's Terms and Conditions. Veyra Travel's Service charges are always non-refundable in the event of cancellation for any reason.

Veyra Travel shall not be held liable for costs incurred on any bookings made for travel that may be affected by unexpected changes by the respective airline, supplier and/or policies of the Governments of the countries in your journey.

Changes made prior to departure:

If changes are made to flights prior to departure, the difference in airport taxes between the time of ticket purchase and time of the change will be charged by the airline. Should the airfare have changed or the original offer retracted, the difference between the original fare and the increased or applicable airfare may also be charged.

Miss your flight or No-Show:

Your ticket may be non-refundable if not cancelled or changed before departure. Please contact your Travel Consultant if you will not be utilising your whole ticket or any one flight on your ticket as No-shows are often non-refundable.

Your baggage allowance may change depending on the new fare/date purchased.

Schedule changes by the airline:

Any schedule or routing changes made by the airline are out of Veyra Travel's control and we therefore cannot be held responsible for these changes. We will assist and advise on the options available should your booking be affected by airline changes.

Refunds

The Airline and/or third-party suppliers hold any monies you have paid for the air tickets, not Veyra Travel, therefore refunds on air tickets can take up to 6 weeks, sometimes longer. All airlines have different policies regarding refunds on half-flown tickets and therefore Veyra Travel cannot guarantee any refund on these. We will apply for the refund on your behalf but will need to confirm the amount, if any, once the airline has advised us. We reserve the right to charge cancellation fees as well as pass on those cancellation charges levied by the airlines and third-party suppliers. Not all airport taxes are refundable - this is determined by the individual airline concerned.

Refunds on all other Travel arrangements are subject to the third-party Supplier's Terms and conditions. Please ensure you have received these details from your consultant for the third-party suppliers utilised in your booking.

All deposits and Veyra Travel Service fees charged at the time of making your booking are non-refundable.

Airlines or third-party suppliers that may default or those under business Rescue:

As per our conditions of business, Veyra Travel acts as an agent, sub-agent or broker for various principals and/or other third-party suppliers. Veyra Travel has no special knowledge of the supplier's individual financial situation and cannot accept any liability for a supplier which may default, go under Business Rescue/Insolvency or cease trading by the time you travel.

Should you request to utilise an airline or travel supplier currently under Business Rescue, we encourage you to please make payment by credit card and take note that Veyra Travel cannot accept responsibility for refunding you, should the airline or supplier default.

Baggage

Your baggage allowance will vary according to the airline, class of travel and the routing you have chosen. Some airfares and/or airlines do not allow free checked baggage allowance. Please confirm the baggage allowance as displayed on your ticket and if unsure, ask your travel consultant to explain it to you.

Hand luggage restrictions depend on the airline but should usually not exceed 5-7KG - please confirm with the specific airline you are booked on.

Most airlines will charge for excess baggage so do not exceed your baggage allowance.

Booking separate tickets may affect your baggage allowance as each ticket will have separate conditions.

Travelling to the USA

Should you not utilise Transport Security Association (TSA) approved locks, your lock may be broken off to allow the TSA access to your luggage.

Duty Free Customs Allowances

If you are planning on taking goods such as alcohol, cigarettes or perfumes on your trip, please request the Duty-Free allowance for your specific country of destination from your Travel consultant.

Special Requests

Seating, Meals, Bassinets, Wheelchairs, Unaccompanied Minors

Please advise your Veyra Travel consultant of any special requests you may have. We will request these from the supplier and/or airline but they are never guaranteed and may be subject to availability and additional charges. Please ensure you request this at the same time as confirming your booking as some airlines require 72 hours to pre-approve a medical request or availability of an unaccompanied minor service.

We highly recommend you pre-seat yourself on the airline's website prior to departure, whilst doing online check-in. Families should check-in online as early as possible to ensure seating together as Veyra Travel and the airline cannot guarantee seats together.

Seating varies according to the class and airfare you have purchased. Many airlines now charge a fee for pre-seating. We can request seating on your behalf, but we cannot guarantee it, even if the airline confirms it. The airline reserves the right to change the configuration of the aircraft at any time which may change your seating request and if you have paid for your pre-seating, this is not always refundable from the airline.

Special meals need to be requested at time of booking or at least 72-hours prior to departure. Any meal requests within 72-hours of departure will not be confirmed.

Many discounted or low-cost carriers do not offer free meals on board.

Online Check-In

We highly recommend that you check-in online wherever possible, using the airline websites. This is usually available 24 hours before the departure time of your flight but please check with each airline.

Check-in Times

Veyra Travel recommend a check-in time of 4 hours prior to departure for international flights and 2 hours check-in time for South African domestic flights. These are a guide only and may vary at any time due to security and other factors at the airport.

Flight Connections

Veyra Travel recommends a minimum 3 hours connecting time between flights and at least 4 hours for connecting flights within the USA. You must use your flights in the sequence that they are booked on your ticket. Should you miss a flight or no-show, the airline may cancel the remaining sectors automatically and you will need to make a new booking at your own cost.

If you have booked separate tickets domestically and internationally, please note that a minimum of 4 hours connecting time is recommended. Should you miss any flight due to the late arrival of the previous flight, and these were booked as separate tickets, Veyra Travel and the airline is not under any obligation to re-accommodate you.

If you need to change any part of your itinerary, or you have missed a connection, please contact your travel consultant to assist you in making further changes. Emergency numbers are available on each shops' after-hours message so please contact the branch you booked with.

Reconfirm your flights

Once your journey has commenced, onward flight times and routings may be changed by the airline. Please confirm your onward flight check-in and departure times by reaching out to your travel consultant or checking the airline's website prior to each flight's departure. Veyra Travel will not be held responsible for missed onward flights.

Hotel Security Deposit

Most hotels globally require a security deposit at time of check in. This is a deposit for incidentals incurred by guests and is usually taken as a pre-authorisation off your credit card. If no incidental charges are incurred, the hotel will release the pre-authorised amount, but this could take approximately 7 working days to clear back into your credit card. If you require further information, please ask your travel consultant or the hotel directly.

Local City tax

Some countries may charge a city tax which is only payable, in cash, on arrival at your hotel and is therefore not payable prior to departure. Amounts vary from one city to another and depending on the hotels of your choice so please make enquiries prior to departure.

Confidentiality and Privacy, and Payment Card Industry Data-Security Standard

Subject to statutory constraints or compliance with an order of court Veyra Travel undertakes to deal with all client information of a personal nature on a strictly confidential basis.

Furthermore, as far as the client's personal information and special personal information is concerned, Veyra Travel will comply with all provisions of the applicable privacy legislation such as the Protection of Personal Information Act, Act 4 of 2013 ['POPIA'] as detailed in the [Veyra Travel's Privacy Policy](#) and [Popi Policy](#) and which you are deemed to have read, understand and agree to be bound by.

All payments will also be processed as required and in compliance with the PCI-DSS.

Pandemic Disclaimer

The COVID-19 pandemic presented many challenges in the travel industry with travel arrangements being inconvenienced or affected by airline cancellations and changes to their schedules, including but not limited to, restrictions placed on travel by the governments of many countries and adherence to specific country regulations.

By signing the Terms and Conditions on the Sales Agreement, you are accepting [Veyra Travel's Pandemic Disclaimer](#).