



## Terms and Conditions

All tours are undertaken in accordance with the Terms and Conditions of ThandiSA Tours cc No 2003/030607/23 trading as Signature.

### Arrangements:

Our quoted tour prices include planning, handling and operational charges. They are based on the current rates of exchange and tariffs. A marked change in foreign exchange rates, fuel costs or tariff rates, will compel tour costs to be subject to revision.

### Registration:

Full payment is required on booking the tour at which time you will receive your reservation confirmation, invoice and pre-tour documentation.

### Cancellation fees:

Signature will recover all planning, handling and operational costs incurred, including costs based on our service providers' cancellation policies. Termination of a tour in progress for any reason beyond Signature's control will not necessarily result in a refund, and no refund will be made for partially used portions of air tickets or land arrangements.

### Claims and Refunds:

Refunds are not made for any missed tour services except for verifiable extenuating circumstances. Please see the following section Limits of Responsibility. A verifiable claim will be considered if it is received in writing within 30 days of termination of the tour and be accompanied by supporting documentation. Any adjustment considered will be based on the actual cost of service. Adjustments will not be made for unused sightseeing trips or meals. Signature will not accept any liability for claims that are received outside 30 days of the termination of your tour.

### Limits on Signature responsibility:

Signature purchases transportation, hotel accommodations, restaurant services and other services from various independent suppliers that are not subject to its control. Signature cannot, therefore, be liable for any death, personal injury or other loss which may occur (1) due to any act or omission of such a supplier, or (2) by reason of any other event over which it has no control. Signature reserves the right to adjust prices without notice, to reflect fluctuation(s) in the Foreign Exchange Markets. Seasonal surcharges may apply to some land arrangements. Signature also reserves the right to withdraw a tour or any part of it, to make such alterations in the itinerary as it deems necessary or desirable, to refuse to accept or retain as a member of the tour any person at any time, and to pass on to tour members any expenditure or losses caused by delays or events beyond its control.

### Insurance:

Signature strongly recommends that clients are the beneficiaries of a travel insurance policy covering at least injury, death, medical costs, emergency evacuation, repatriation, loss of or damage to personal belongings (due to theft or otherwise) and cancellation.

# Signature

A SENSE OF PLACE

*travel with us...*

## CONTACT US

### CONTACT DETAILS

Signature Tours of Southern Africa

Contact person: Jannie Loubser

Email: [jannie@signaturetours.co.za](mailto:jannie@signaturetours.co.za)

Phone: +27 (0)82 787 2271

Skype: signaturetours

Website: [www.signaturetours.co.za](http://www.signaturetours.co.za)

PO Box 1086

Durbanville

Cape Town

7550

