



Eagle Travel

TERMS & CONDITIONS

Please Note:

- Per quotes offered - Rates are subject to seasonal adjustments, currency fluctuations, air fare increases, flight and accommodation availability at the time of booking.
- Quotations/bookings are subject to our terms and conditions.
- Prices are calculated based on the actual rate of exchange on the day and are subject to change
As quotes are estimates only, prices are to be used as a guideline only
No reservations have been made and all services are subject to availability.
- The rate of exchange is subject to change until full payment is received.
- Resort Fees, Taxes and Levies have been introduced in various destinations around the World. These fees are not included in your quotation or booking and differ per booking. Please be aware that these additional charges may occur and are payable directly to the hotels on either check in or check out. Credit Cards are required upon check in at most hotels.
- If payment is processed by credit card, the card holder's details must correspond with at least one of the travelling passenger's details
Alternatively a separate Payment Authorisation Form will be sent to you for completion & return.
- Banks have advised about possible fraud risks involved regarding different surnames and/or details which may differ to booking form/ travelling customer, therefore we have implemented additional checks to protect all parties.
- Late booking requests for travel within 72 hours (3 days) will result in a late booking fee of R500-00
- All Bank surcharges are for the client's account.
- **NOTE:** Cancellation penalties & administrative fees are only payable if the booking has been confirmed & payment received
- Quotations are obligation free however should we quote more than three (3) times on the same option – a Quote fee of R200-00 will be levied to you & will be duly refunded once the booking is confirmed.
- **Cancellation /Refund terms vary between airlines & hotels etc & hence details will be specifically listed on your quote/confirmation**
- Airline ticket cancellation & refunds are subject to an airline Administrative fee that ranges between R350-R500-00 per ticket
- Airline ticket refunds are usually paid to you within 6 weeks of cancellation & the refund will be done into the account that the initial payment was made from.

- Land Arrangements cancellations are subject to a 5% cancellation penalty which will be deducted from the refund amount & the balance will be credited to your account
- **Please note: Due to the risk of email related fraud, we will never notify you by email of any change to our bank account details. You should not act on any email purportedly from us changing our bank details, but kindly inform us immediately.**
- Errors and Omissions excepted. Whilst we make every effort to ensure the accuracy of the pricing information provided, regrettably errors do occasionally occur. When we become aware of any such error, we will notify you as soon as is reasonably possible. If a booking is already in place, you will have the choice to continue with the chosen itinerary at the corrected price or amend to a different holiday. We reserve the right to cancel the booking and refund you in full if you do not wish to accept the correct price that applies to your holiday or the alternative offered.