

CAPE INSIGHTS BOOKING CONDITIONS

MAKING A BOOKING

1. PROVISIONAL BOOKING

We ask you to contact us first to make a provisional booking which we will hold for one week. To confirm your booking, please send us the Booking Form and your deposit within this period. The form is available both online or offline.

2. DEFINITE BOOKING

Fill in the Booking Form and return to us with either the deposit as specified in the Payment Schedule below or the full payment if you are booking within ten weeks of departure. It is important that you read the Booking Conditions and sign the Booking Form.

3. OUR CONFIRMATION

On receipt of the Booking Form and payment we send you a confirmation of your booking. After this your deposit is non refundable except in the circumstances detailed in the Booking Conditions. Further details of your tour are also sent at this stage.

THE FINE PRINT / TERMS & CONDITIONS

Our undertaking to you is to act always with integrity, to meet all our legal and regulatory responsibilities, to provide full and accurate information about our tours and to tell you promptly if there are changes.

We aim to ensure that every client is truly satisfied with our services.

What we ask of you is to read the information we send. Since you are making your own travel arrangements, the only proviso is that it is your responsibility to join your tour on time.

Your contract with Cape Insights exists from the time we receive your signed Booking Form and initial payment.

SPECIFIC TERMS

INSURANCE

A requirement of booking is that you have adequate travel insurance to cover, at minimum, such things as medical treatment, repatriation, loss of property, and loss of payment to us in the event that you cancel a tour. Experience indicates that free travel insurance offered by some credit card companies is not to be relied upon.

TRAVEL & HEALTH DOCUMENTS

We count on you to make your own necessary international travel and visa arrangements, as well as take appropriate health measures. Participants must have passports valid for six months after the date of return, plus contain at least two unused pages for endorsements.

ELIGIBILITY & FITNESS

We require participants to have a level of physical and mental fitness which will not impair other participants' enjoyment by slowing them down, require disproportionate attention of the tour leader, or necessitate special arrangements being made for you.

If you are in any doubt about your own suitability, we ask that you make this known to us before you book. We reserve the right to decline a booking without necessarily giving a reason.

PRICES

Prices are in South African Rands (ZAR). Tour prices cover virtually everything, and are fully specified in each itinerary. Prices do not include air travel to and from South Africa. We charge a single supplement to individual travellers who want to ensure that they have private rooms throughout a trip. We make every effort to guarantee that the published cost will not change, but we reserve the right to make adjustments in the following circumstances:
Currency fluctuations – where costs are subject to exchange rates, we will apply the differential (either way) to the price, and adjust the balance accordingly when the final payment is due.
Airfare and fuel surcharges – we reserve the right to pass on increases up until payment of the balance falls due.

PAYMENT SCHEDULE

To book a Small Group Tour, we require a 10% non-refundable deposit per person, per tour price. Full payment or the balance of payment is due 10 weeks (70 days) prior to the start of the tour.

At this stage we require additional information, such as special requirements and your flight details. Eight weeks before a Small Group tour starts, you receive full details of all aspects of the tour.

For a Small Group Tour, the cancellation fees are:

71+ days prior	100% of deposit
56 – 70	25% of tour price
31 – 55	50% of tour price
0 – 30	100% of tour price

To book a Custom Tour, an initial, non-refundable deposit is required (ZAR5,000).

Usually, to confirm the booking, 30% of the total tour price is required, and the balance of payment is due 90 days prior to the start date.

In some cases, an intermediate payment of 50% of the total tour price is required 180 days prior to the start date, and the final payment 90 days prior, at which time this may be subject to a surcharge.

We would only levy a surcharge if the increase is more than 2% of the published tour price.

If it exceeds 10% of the tour price, we offer you the option of cancelling the booking and receiving a full refund of payments already made, less the non-refundable deposit.

For a Custom Tour, the cancellation fees are:

91+ days prior	100% of deposit
90 – 71 days	50% of tour price
70 – 31 days	75% of tour price
30 – 0 days	100% of tour price

To book an Add-On Tour, we hold a provisional reservation for an agreed period (usually one week). Full payment is required on confirmation of availability. Should you cancel within 45 days prior to the start date, a 100% cancellation fee applies.

To book a Day Tour, full payment is required on confirmation of availability. Should you cancel within 30 days of the start date, a 25% cancellation fee applies, and if less than 72 hours prior, a 100% cancellation fee of the tour price applies.

CANCELLATIONS

We take as the day of cancellation that on which we receive your written / online confirmation of cancellation. We might cancel a tour if there were too few participants for it to be viable, though this would always be eight weeks or more before a tour was due to start, and we would refund you all you had paid us.

For health, safety and security reasons, cancellations may also occur if natural disasters, civil unrest, hostilities, adverse weather conditions or circumstances amounting to *force majeure*, arise.

CHANGES

Circumstances sometimes arise which prevent us from operating the tour exactly as advertised - and we would try to devise a satisfactory alternative. If the change represents a significant loss to the tour we would offer compensation.

If you decide to cancel because the substitute is not acceptable in your view, we would give a full refund. Wherever possible, we would advise you of such changes prior to departure, or we would adjust the itinerary to avoid a risky area.

PAYMENT OPTIONS

We accept payment by bank transfer or credit card since we have an online payment portal.

Should you prefer not to interact via the web, we can process a credit card payment for you offline. Just ask.

When making payment, please instruct your bank to send the bank transfer in ZAR, and heed our requirement that all bank charges incurred are to be borne by you.

PROTECTION

Financial protection: Our secure, online payment portal My Gate is approved by FNB, a division of First Rand Bank Limited, an authorised financial services and credit provider.

Consumer protection: Cape Insights offers and operates all tours listed herein. Registration No. 2006/224867/23.

We hold public liability insurance with SATIB (Safari & Tourism Insurance Brokers), the established leader in tourism, insurance & risk management services. Our insurance policies comply with the European Union Directive 90/314/EEC relating to the Travel Trade Act, 1995.

We are a member of Cape Town Tourism, the official representative of the greater Cape Town area.

AFFILIATIONS

We operate some tours in association with companies that are fully accredited with SATSA (Southern Africa Tourism Services Association); ASTA (American Society of Travel Agents); IATA (the International Air Transport Association) and TRAVEL SMART.

LIMITS OF OUR LIABILITIES

As principal, we accept responsibility for most of the ingredients of a tour, except those in which the principle of *force majeure* prevails.

Our responsibilities are also limited where international conventions apply in respect of air, sea or rail carriers. We are not responsible for any loss incurred on account of non-refundable or non-transferable international air tickets or other unrecoverable travel costs.

With independent suppliers or third party providers, there may be a failure or improper performance of some services, attributable to unforeseeable circumstances beyond our control, and for these Cape Insights may not be liable.

PRIVACY POLICY

By signing the Booking Form you are stating that you have read and agree to our Privacy Policy which can be found and read online:

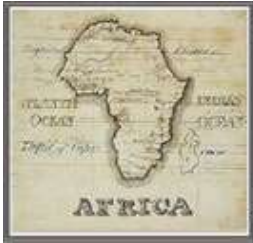
<https://www.capeinsights.com/privacy-policy/>

INDEMNITY

To indemnify Cape Insights we ask that you read and agree to these Booking Conditions, as well as assume full responsibility for your needs in respect of personal insurance and health insurance, in case of any loss of property or illness, injury or death.

SOUTH AFRICAN LAW

These conditions form part of your contract with Cape Insights and are governed by the laws of South Africa. All proceedings shall be within the exclusive jurisdiction of the courts of South Africa. Should any aspect of the tour be regarded as less than satisfactory, you are asked to bring the matter to our attention immediately, or to contact us in writing within 21 days of the incident at the company address, below.



CAPE INSIGHTS

SPECIAL INTEREST CULTURAL TOURS
INFORMED, IN-DEPTH

BOOKING FORM PLEASE COMPLETE IN BLOCK CAPITALS

TOUR NAME _____ DATES _____

NAME(S) – as you would like to be addressed

First Name **First Participant** _____ **Second Participant** _____

CONTACT DETAILS – for all correspondence

Address _____ State _____
Address _____ Country _____
City _____ Email _____
Code _____ Telephone _____

PASSPORT DETAILS – essential for airlines and in case of emergency

	First Participant	Second Participant
First Name	_____	_____
Last Name	_____	_____
Date of Birth	DD MM YYYY _____	DD MM YYYY _____
Place of Birth	_____	_____
Nationality	_____	_____
Passport Number	_____	_____
Place of Issue	_____	_____
Date of Issue	DD MM YYYY _____	DD MM YYYY _____
Date of Expiry	DD MM YYYY _____	DD MM YYYY _____

PREFERRED ROOM TYPE – please tick

- Double room (two sharing)
- Twin room (two sharing)
- Single occupancy room(s)

FURTHER INFORMATION – anything we should know

Please mention special requests, dietary requirements, etc.

FLIGHTS – this information must reach us 75 days prior to your departure

Airline & Flight No _____
Arrival Time _____

OR Flight Details to Follow – please tick

NEXT OF KIN – or contact in case of emergency

Name - first and last _____ Tel & Code _____
Relationship _____ Email _____

WHAT PROMPTED THIS BOOKING – it would be useful for us to know

PLEASE TICK

- Did you see this tour on our website
 Did you hear about us via word of mouth
 If you do *not* want to receive periodic updates about new destinations, seasonal attractions, future tours, events and such like

PAYMENT OPTIONS

We accept payment by credit card and bank transfer.

For card payment we have an online payment portal – please see: [How to Pay](#).

If you prefer not to interact via the web, we can process your credit card payment for you offline. Simply ask.

For details of when payment is required –please see: [The Fine Print: Payment Schedule](#)

PAYMENT METHOD – please indicate how you'll be paying

- Credit card – we accept Visa / Mastercard
 Bank transfer

PAYMENT TOTAL EITHER Deposit - please fill in amount
ZAR _____

OR Full payment - please fill in amount
ZAR _____

BANK TRANSFER – Please give your surname as a reference, & instruct your bank to allow for *all* charges

For bank transfers from non-SA bank accounts, instruct your bank to send payment in South African rands (ZAR)

Name of account:	CAPE INSIGHTS
Bank:	FNB (First National Bank)
Branch:	GARDENS
Account number:	62167605892
Sort code:	201511
SWIFT/BIC code:	FIRNZAJJ

I confirm that I have read and agree to the Booking Conditions & Privacy Policy on behalf of all listed on this form

Date

Signature