

# CAPE INSIGHTS – BOOKING DETAILS

## 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 (available both online or offline) and your deposit within this period.

### 2. DEFINITE BOOKING

Fill in the Booking Form and return to us with either the deposit as specified in the payment schedule paragraph of the Booking Conditions or the full payment if you are booking within ten weeks of departure.

### 3. OUR CONFIRMATION

On receipt of the Booking Form and deposit 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.

## Booking Conditions

You are asked to sign your assent to these booking conditions on the Booking Form.

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

**What we ask of you** is to read the information we send.

### SPECIFIC TERMS

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

#### INSURANCE

A requirement of booking is that you have adequate travel insurance to cover such things as medical treatment, repatriation, loss of property and cancellation charges.

#### TRAVEL & HEALTH DOCUMENTS

We count on you to make your own necessary 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.

Since you are making your own travel arrangements, the only proviso is that it is your responsibility to join your tour on time.

#### ELIGIBILITY & FITNESS

If you are in any doubt about your own suitability, we ask that you make this known to us before you book, and we shall try and advise you.

We require participants to have a level of fitness which will not spoil other travellers' enjoyment of the tour by slowing them down.

We reserve the right to decline a reservation without necessarily giving a reason.

#### PRICES

We guarantee that our published prices will not change once your deposit has been received.

Prices are in South African Rands (ZAR) and we do not levy surcharges.

Tour prices cover virtually everything: accommodation, transport, internal flights, the services of expert lecturers and tour leaders, gratuities, admissions, drinks with meals, all breakfasts, most lunches, nominated dinners. 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.

#### PAYMENT SCHEDULE

To reserve a **Small Group tour**, we require a 20% 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 (or more where specified).

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.

To reserve an **Add-On tour**, we will hold a provisional reservation for an agreed period (usually a week).

Full payment is required on confirmation of availability. Should a tour be cancelled within 45 days of the start date, a 100% cancellation fee of the total tour price applies.

To reserve a **Custom tour**, in order to commence planning your trip an initial deposit is required of R5,000 per trip (50% non refundable).

To confirm the booking, 30% of the total tour price is required (at this point the initial deposit becomes fully non refundable).

The balance of payment is due 70 days prior to the tour start date.

Should a tour be cancelled within 45 days of the start date, a 100% cancellation fee of the total tour price applies.

When making payment, all bank charges incurred are to be borne by you.

Should you pay by credit card, we levy a 3.5% supplementary charge for Visa / Mastercard, a 4% charge for American Express and a 5% charge for Diners Club.

To reserve a **Day tour**, full payment is required on confirmation of availability.

When making payment, all bank charges incurred are to be borne by you.

A 25% cancellation fee applies if cancelled 30 days to 73 hours prior to tour, and a 100% cancellation fee if cancelled 72 – 01 hour(s) prior.

#### CANCELLATIONS

We take as the day of cancellation that on which we receive your written / online confirmation of cancellation.

If you cancel a **Small Group tour**, the terms and fees are as follows:

Days prior to tour	Cancellation fee per person
71 +	50% of deposit
56 - 70	25% of tour price
31 - 55	50% of tour price
0 - 30	100% of tour price

#### If we cancel a tour:

We would advise you eight weeks or more before a Small Group tour was due to start and would refund you fully.

We might cancel a tour if there were too few participants, or if the quality of the tour or the safety of the participants was judged to be compromised by circumstances amounting to *force majeure*, such as civil unrest, hostilities, natural disasters or adverse weather conditions.

We reserve the right to cancel any tour at any time for any reason.

#### 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 commensurate compensation, or give a full refund if you decide to cancel because the alternative is not acceptable.

Wherever possible, we would advise you of such changes prior to departure, or we would adjust the itinerary to avoid a risky area, but we would not assume responsibility for any loss incurred.

#### CONSUMER 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.

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.

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

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

#### AFFILIATIONS

We operate our Small Group 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.

*GiltEdge Travel* - winner of the World Travel Awards "Leading luxury tour operator in South Africa", holds a ZAR 5 million public liability insurance with SATIB (Safari & Tourism Insurance Brokers) while *Passage to Africa* - premier Africa safari specialists with professional Pan African guides, is similarly accredited.

#### REFERRAL REWARD

When you refer a friend to us and s/he travels with us for the first time, you receive a tour credit of R2,000 and your friend receives a legendary bottle of wine, or an award-winning cook book.

This offer applies to parties who do not share the same home address and who book for a Small Group tour or an Add-On tour.

We ask you to let us know this via the Booking Form.

#### LIMITS OF OUR LIABILITIES

We accept responsibility for most of the ingredients of a tour, though 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.

Our obligations 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 air tickets or other unrecoverable travel costs.

To indemnify Cape Insights we ask that you read and agree to the 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:

**Cape Insights**  
PO Box 15594 | Vlaeberg 8018 |  
Cape Town | South Africa.



# CAPE INSIGHTS

SPECIAL INTEREST CULTURAL TOURS  
INFORMED, IN-DEPTH

## BOOKING FORM

PLEASE COMPLETE IN BLOCK CAPITALS. FIELDS MARKED \*ARE NOT COMPULSORY

### TOUR DETAILS

Tour Name \_\_\_\_\_

Tour Date \_\_\_\_\_

### TRAVELLERS' NAMES – as you would like to be addressed

First Person \_\_\_\_\_

Second Person\* \_\_\_\_\_

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

### DETAILS OF SIGNATORY – to whom all correspondence will be sent

Address \_\_\_\_\_

State \_\_\_\_\_

Address \_\_\_\_\_

Country \_\_\_\_\_

City \_\_\_\_\_

Email \_\_\_\_\_

Code \_\_\_\_\_

Telephone \_\_\_\_\_

### PASSPORT DETAILS – essential in case of emergency

First Person \_\_\_\_\_

Second Person\* \_\_\_\_\_

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Date of Birth DD MM YYYY

Date of Birth DD MM YYYY

Place of Birth \_\_\_\_\_

Nationality \_\_\_\_\_

Passport Number \_\_\_\_\_

Place of Issue \_\_\_\_\_

Date of Issue DD MM YYYY

Date of Issue DD MM YYYY

Date of Expiry DD MM YYYY

Date of Expiry DD MM YYYY

### PREFERRED ROOM TYPE – please tick

- Double (1 bed)
- Twin (2 beds)
- Single

### FLIGHTS

Airline & Flight No \_\_\_\_\_

Arrival Time \_\_\_\_\_

OR Flight Details to Follow – please tick

### FURTHER INFORMATION – anything we should know

Please mention special requests, dietary requirements, etc.\*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NEXT OF KIN – or contact in case of emergency**

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

**WHERE DID YOU HEAR ABOUT US – it would be useful for us to know, so please specify where you can\***

Article in press – which one?*	Professional affiliations / memberships*
_____	_____

**PLEASE TICK\***

<input type="checkbox"/>	Internet
<input type="checkbox"/>	Word of mouth
<input type="checkbox"/>	If you do <i>not</i> want to receive periodic updates about new destinations, seasonal attractions, special events and such like

**PAYMENT DETAILS**

Full payment is required when booking within 10 weeks of departure. See *The Fine Print* for details. We accept payment by debit / credit card, bank transfer and cheque. For card payment we have an online payment portal - go to *How to Pay*. If you prefer not to interact via the web, we can process your credit card payment for you offline. Just ask.

<u>EITHER Deposit - please fill in amount</u>	<u>OR Full payment - please fill in amount</u>
ZAR _____	ZAR _____

**BANK TRANSFER – give your surname & tour code as a reference**

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

**TOUR CODES**

Small Group tours	Add-On tours	Day tours	Custom tour
Architecture (AT)	Cultural Crossroads (CC)	Cape Point (CP)	Custom (CU)
Gourmet Getaway (GG)	Natural Abundance (NA)	Coastal Route (CR)	
History (HI)	Sounds of the Bush (SB)	Cape Winelands (CW)	
Ceramics Safari (CS)	Wilderness Escapes (WE)	Craft Art Tours (CT)	
Craft Art (CA)	Essence of Africa (EA)		
Archaeology (AR)	Rock Art Revelations (RR)		
Africa Gastronomique (AG)	Sand and Stars (SS)		

**PAYMENT METHOD – please indicate how you’ll be paying**

<input type="checkbox"/>	Credit card – we accept Visa / Mastercard / Amex / Diners
<input type="checkbox"/>	Bank transfer
<input type="checkbox"/>	Cheque

I confirm that I have read and agree to the Booking Conditions on behalf of all listed on this Booking Form

Date	Signature