

# Booking Terms & Traveller Responsibilities

Operational terms for travel planning and confirmed services

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## 1. Scope

These terms apply to travel services arranged or facilitated by See The World Travel. Specific supplier terms, fare rules and booking confirmations may also apply.

## 2. Quotations

Quotations are subject to availability, exchange rates, taxes, supplier changes and stated validity periods until a booking is confirmed.

## 3. Confirmation

A service is confirmed only after the required information, documentation and payment conditions have been satisfied and See The World Travel issues confirmation.

## 4. Traveller information

Traveller names and identity details must match the documents used for travel. The client is responsible for promptly correcting inaccurate information.

## 5. Passports, visas and border decisions

See The World Travel may assist with preparation, but no travel agency can guarantee a visa, border admission, immigration decision or official processing time controlled by an authority.

## 6. Health, insurance and accessibility

Travellers should consider suitable travel insurance and obtain appropriate professional or official advice for health, vaccination, medication and accessibility requirements.

## 7. Supplier performance

Airlines, hotels, cruise lines, tour operators and other independent suppliers remain responsible for the services they provide, subject to applicable law.

## 8. External events

Weather, strikes, government decisions, safety incidents, supplier disruptions and other circumstances outside reasonable control may affect travel. See The World Travel will provide reasonable assistance within the available options.

## 9. Consumer rights

Nothing in these terms limits non-waivable rights under the Consumer Protection Act or other applicable law.

## Authoritative references

Consumer Protection Act 68 of 2008

<https://www.gov.za/documents/consumer-protection-act>

Electronic Communications and Transactions Act 25 of 2002

<https://www.gov.za/documents/electronic-communications-and-transactions-act>

Tourism Act 3 of 2014 and Department of Tourism legal resources

<https://www.tourism.gov.za/ResourceCentre/Pages/Legal-and-Legislation.aspx>

Operational publication note: this document is maintained as part of the See The World Travel compliance framework. It should be reviewed when the business model, supplier arrangements, contact channels or applicable law materially change. It does not replace matter-specific legal advice where specialist advice is required.