



Booking Terms & Conditions



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These terms and conditions apply to bookings made with our consultants (by phone, WhatsApp, or email). Prior to making a booking with us, please read and understand the booking conditions, which will become binding on you as soon as the deposit is paid.

1. Bookings

Bookings are confirmed only once a minimum non-refundable payment (deposit) is paid to the Wandering with Zee business account.

2. Methods of payment

We accept EFT transfers or cash deposits into one of our bank accounts, provided that proof of payment or transfer is submitted to Wandering with Zee and the payment is confirmed as received by us.

The Banking Details are as Follows:

Standard Bank

Business Account

Branch Code: 19119

Account No: 102 2266 9789

3. Deposit and Payment Plans

Trips (1+ days):

All bookings must be accompanied by a required minimum deposit or full payment.

Wandering with Zee has a mandatory rule of payment plans that must be effected every month-end subsequent confirmation of your booking, and such plans are as follows:

1. Deposits are indicated in all packages, this is the only way to confirm your booking.
2. Equal instalments of the balance should be paid thereafter.
3. The final payment must be made 30 days before your departure.

NB: Note that failure to adhere to our payment plans might lead to the cancellation of your booking.

Day Trips/Events:

All bookings must be accompanied by full payment.



4. Cancellation

Trips (1+ days)

Please note that you will be liable to pay the following cancellation charges, including but not limited to:

1. If cancellation is made within sixty (60) days before departure, Wandering with Zee will charge a cancellation fee equal to 70% of the package price.
2. If a cancellation is made within thirty (30) days before departure, Wandering with Zee will charge a cancellation fee equal to 100% of the package price.

Day Trips/Events

1. If cancellation is made (30+) days before event, you will receive 100% refund
2. If Cancellation is made (10+) days before event, you will receive 50% refund
3. If cancellation is made (-9) days before event, you will forfeit 100% of your payment.

5. Travel Documents

Documents (vouchers, itineraries, etc.) are only prepared and released upon receipt of payment of the price in full.

Passports, Visas, and Health

It is entirely the client's responsibility to ensure that all passports and visas are current, valid, obtained on time, and will be valid for six months after return to their home country, and that any vaccinations, inoculations, prophylactics (e.g., *for malaria*), and the like, where required, have been obtained. The client is strongly advised to check the relevant requirements with the travel agent before traveling.

6. Special Requests

Clients who have special requests must specify such requests. While the travel agent will use its best endeavours to accommodate such requests, it is not guaranteed that such requests will be met.

7. Amendments to these conditions

No amendment, cancellation, or waiver of any term or right referred to herein shall be valid or binding unless reduced to writing and signed by both the client and a duly authorized representative of the travel agent.



8. Legal Fees

The client will be liable for all legal fees on an attorney-and-client scale if the travel agent has to engage a lawyer to enforce any of its rights or otherwise.

Force Majeure

We cannot accept liability or compensation if "force majeure" prevents us from performing our contractual obligations or causes damage or loss to you, unless otherwise stated in these booking conditions. In these Booking Conditions, "force majeure" refers to any event that we or the supplier of the relevant service(s) could not foresee or avoid, even with all due care. War or the threat of war, riots, civil strife, terrorist activity or actual threatened terrorist activity, industrial disputes, natural or nuclear disasters, adverse weather conditions, epidemics such as coronavirus, fire, and all other similar events beyond our control are examples of such events.

9. COVID-19

Please take note that should we experience another lockdown due to COVID-19, Wandering with Zee will reschedule other dates to travel; therefore, the traveller will be given an opportunity to at least choose between the two (2) proposed dates to travel (*this does not include cancellation*). Wandering with Zee shall not be liable for any damage, losses, or expenses suffered as a result of sickness, quarantine, weather conditions, or any other cause outside our control.

Contact Information

Email: info@wanderingwithzee.co.za

WhatsApp: 071 232 5667

By proceeding to make a booking with Wandering with Zee,

I, _____ agree and accept the Terms and Conditions of Wandering with Zee.

Please sign below.

Wandering with Zee

Traveller (Client)