



## Murex Travel (PTY) LTD

### STANDARD TERMS & CONDITIONS

**Thank you for choosing Murex Travel (PTY) LTD. All consultations and transactions (bookings) concluded are subject to these Standard Terms and Conditions. Please read the below carefully, initial each page and sign in full where required. You can also complete and accept the Terms & Conditions electronically. Please ask your consultant to send you the link for electronic completion**

#### CONDITIONS OF BUSINESS

**Murex Travel (PTY) LTD** may refer to themselves as an "agent" from time-to-time but are not agents for any third party. We act on behalf of or broker for various principals and other 3rd party suppliers inter alia; tour operators, airlines, cruise companies, car hire and touring firms, hotels and other providers of tours, transport, sea or land arrangements and other travel-related services such as visas. We act on behalf of these principals and 3rd party suppliers and are not responsible for acts of error or omission made by them or their agents.

The Company, acts as an intermediary only in producing and booking various travel arrangements. On condition that they will not be liable for any injury, damage, loss, accident, delay or any other irregularity that may be occasioned by any defect in any vehicle, or other form of conveyance, or by error or default of any company or person engaged in conveying the client, carrying out the arrangement of the tour or any other associated service. The flight tickets in use by the airline when issued shall constitute the sole contract between the airlines and the purchasers of those tickets and/or passenger. The Company makes every effort to ensure that all arrangements and services connected with your travel arrangements will be carried out as specified in the most efficient and effective way possible. However, being intermediaries we do not have direct control over the provision of services by suppliers and, whilst they are in all cases selected with the utmost care, we do not accept liability for error and omissions of suppliers.

#### Customer Privacy policy

Murex Travel (PTY) LTD shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:  
[http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

#### Force Majeure

The Company does not accept liability or pay you compensation where the delivery of our contractual obligations is affected by "force majeure" (included but not limited to war, threat of war, riot, civil or political unrest, industrial dispute, terrorist activity, natural or nuclear disasters, fire, adverse weather conditions, closure of ports or airports, air traffic control delays, technical problems, circumstances amounting to "force majeure". The company will always endeavor to assist clients affected where necessary and if at all possible.

#### Delivery policy

Subject to availability and receipt of payment, requests will be processed within 12 Hours and delivery confirmed by way Electronic mail.

## Return and Refunds policy

The provision of goods and services by Murex Travel (PTY) LTD is subject to availability. In cases of unavailability, Murex Travel will refund the client on Packages. It is the client responsibility to make contact with a consultant or office before they process payment for any Tours, Hotel bookings before process payment. Flights on our site is a live system linked direct to the Airline. Payments of Flights can be proceeded online. Please check with a consultant about the specific airline cancelation policy. Refund Policy differ from airline to airline as well as refunds.

## TRAVELLING WITH CHILDREN

SA Immigration Regulations for travelling internationally or outside the borders of South Africa ;all children under the age of 18 require the following when travelling internationally:

- Valid Passport, valid for at least 6 months after their return
- Any required visas for the destinations they are travelling to or through
- Unabridged Birth certificate (this may be called a Birth Certificate or other name if from a different country but it must contain full details of BOTH parents of the child.
- If travelling with one parent, consent from the other parent is required in the form of a Parental Consent Affidavit as well as a certified copy of that parent's ID.
- If travelling without either parent, consent from both parents is required in the form of a Parental Consent Affidavit, as well as a certified copy of both parent's ID's.

Please **contact** r Home Affairs Parental Consent Affidavit for parents not travelling with their children  
Please note:

If the Parents surname on the Unabridged Birth Certificate is different to that of the surname on the passport eg Maiden name vs Married name, please travel with a certified copy of your Marriage Certificate as well. Documents must be original or certified as a true copy of the original by a commissioner of oaths or the equivalent commissioning authority in your country of Nationality and certified copies must not be older than 3 months before your last travel date.

For all applicable details on these regulations please refer to the Department of Home Affairs official communication.

## DOMESTIC TRAVEL WITHIN SOUTH Africa

Domestic Travelers are required to have proof of their identity such as a Official SA ID Card or passport. Infants and Children under the age of 18 and must travel with their birth certificate. One parent cannot travel alone with 2 children under 4 years

## CONFIRMATION OF YOUR BOOKING

Your confirmation Itinerary is your written confirmation of your booking. Please make sure you read and understand the itinerary and ask a consultant to explain it to you if you are unsure of anything.

## SERVICE CHARGES

Murex Travel (PTY) LTD reserves the right to implement Service Charges and these are included in the prices quoted to you prior to booking or at the time of making any changes.

Service Charges may include but are not limited to: booking, ticketing, documentation, amendments, cancellation, communications, consultation and administration fees.

### **CHECK THAT THE NAMES ARE AS PER PASSPORTS**

Are the names on your Travel Itinerary spelt exactly the same as those on your passports? Once your tickets are issued, name changes are not allowed so please check this prior to paying for your booking.

## DEPOSITS

All bookings must be accompanied by the required deposit or full payment, depending on the airline, tour operator or 3rd party supplier used. All deposits are non-refundable. Murex Travel(PTY)LTD reserves the right to cancel a booking should the required deposit not be received. Payment of a deposit does not guarantee the price quoted - this may be affected by **rate of exchange** fluctuations and other factors beyond our control. Prices can only be guaranteed once full payment has been received.

## TRAVEL INSURANCE

Travel Insurance is essential to protect you when you travel. Cover yourself against cancellation, medical, baggage and personal expenses plus more. Hollard Travel Insurance is our preferred insurance partner. Insurance is recommended for International and Regional trips.

Your Murex Travel(PTY)LTD Consultant will furnish you with the levels of cover offered by Hollard Travel Insurance but you will need to decide which policy type is most suitable to your travel needs.

The Murex Travel(PTY)LTD consultant will facilitate the issuing of the Insurance policy but is not in a position to provide insurance advice. Please note Murex Travel(PTY) LTD is registered with NAMFISA allowing us to sell Travel Insurance.

For insurance related queries, or for claims on your policy, please contact HOLLARD TRAVEL INSURANCE on the number indicated on your policy or documentation received in this regard. Always read the insurance policy documents and policy wording that will be emailed to you as it contains vitally important information regarding the cover you have purchased and the claims process.

Free Credit Card insurance may not be adequate cover for your trip. Ask your travel consultant to furnish you with the Hollard Insurance credit card top-up policy information.

You are required to advise whether you would like to purchase an insurance policy or are declining such insurance, by selecting one of the options on the acceptance page of your confirmation.

### **PAYMENT OF YOUR BOOKING**

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Murex Travel (PTY) LTD bank account, the details of which will be provided on request. Full payment is required for Airline tickets and Hotel booking or any other transaction done on our website.

### **Card acquiring and security**

Card transactions will be acquired for Murex Travel (PTY) LTD via PayGate (Pty) Ltd who are the approved payment gateway for all South African

Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

### **Customer details separate from card details**

Customer details will be stored by Murex Travel (PTY) LTD separately from card details which are entered by the client on DPO PayGate's secure site.

For more detail on DPO PayGate refer to [www.paygate.co.za](http://www.paygate.co.za).

Full payment is required at least 8 weeks prior to departure OR at the time of booking which ever is earliest and depending on the requirements of the 3rd party suppliers used for your booking. Please reconfirm your outstanding balance before you make payment as prices may have fluctuated with the rate of exchange.

### **Merchant Outlet country and transaction currency**

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa.

Transaction currency is South African Rand (ZAR).

### **Country of domicile**

This website is governed by the laws of South Africa and Murex Travel (PTY) LTD chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

### **Company information**

This website is run by Murex Travel (PTY) LTD which is a private company based in South Africa trading as Murex Travel and with registration number 2018/060067/07 and Peter Hansen as the Managing Director.

Our Address is as follow:

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