

# TIJT – Terms and Conditions

Effective date: 04 May 2026

These Terms and Conditions (“Terms”) govern all quotes, bookings, and travel-related services arranged by TIJT (2) (“TIJT”, “we”, “us”, “our”) for or on behalf of a client (“you”, “your”). By requesting a quote, paying any deposit or other amount, signing (including electronically), confirming acceptance in writing/WhatsApp/email, or using any service arranged by TIJT, you confirm that you have read, understood, and agreed to these Terms and to the relevant third-party supplier terms (airlines, hotels, tour operators, insurers, etc.).

## 1. Our role and scope (intermediary)

1.1 TIJT arranges travel products and services supplied by independent third parties (“Suppliers”). Unless explicitly stated in writing, TIJT does not own, operate, or control such Supplier services.

1.2 Your contract for carriage, accommodation, excursions, vehicle hire, insurance, and other travel components is primarily with the relevant Supplier. Supplier terms, rules, and conditions apply and may include limitations of liability, cancellation penalties, and restrictions.

1.3 TIJT’s obligation is to use reasonable care and skill to arrange the services you request, based on the information you provide.

## 2. Quotes, prices and changes

2.1 Quotes are based on availability, prevailing tariffs, airfare/fuel surcharges, taxes, exchange rates, and Supplier conditions at the time of quotation.

2.2 Prices are not guaranteed until confirmed in writing by TIJT and, where applicable, until full payment is received and tickets/vouchers are issued.

2.3 TIJT may adjust quoted prices if Suppliers increase prices, taxes, fees, or exchange rates change. Where a material change occurs, we will notify you as soon as reasonably possible.

2.4 If a package includes any component priced in foreign currency, you accept the risk of currency fluctuation until full payment is received.

## 3. Booking, acceptance and authority

3.1 A booking becomes binding when TIJT issues written confirmation and you pay the required deposit and/or confirm acceptance in writing.

3.2 The person making a booking warrants that they have authority to bind all travellers on the booking and that all travellers have been made aware of these Terms.

3.3 You must review your confirmation/invoice and itinerary carefully and notify TIJT immediately of any errors. Changes may incur fees and/or Supplier penalties.

## 4. Payments, deposits and due dates

4.1 Deposits: A deposit is required to secure bookings. Unless otherwise specified, deposits are non-refundable because TIJT and/or Suppliers incur costs and commit inventory.

4.2 Payment deadlines: Full payment is due by the date stated on your invoice/confirmation. Airlines may require earlier ticketing deadlines.

4.3 Failure to pay: If payments are not received on time, TIJT may cancel the booking. Supplier penalties and TIJT fees may apply.

4.4 Payment methods: EFT and other methods as communicated by TIJT. Card payments may be processed via secure third-party systems and may attract

transaction fees.

4.5 Chargebacks: Where a chargeback is initiated without first giving TIJT a reasonable opportunity to resolve the issue, TIJT may recover associated bank, legal, and administration costs to the extent permitted by law.

## 5. Changes, amendments and special requests

5.1 Amendment requests must be submitted in writing. Changes are subject to Supplier rules, availability, and price differences.

5.2 TIJT administration fee: Unless otherwise agreed, TIJT may charge a reasonable administration fee per change, in addition to any Supplier penalties.

5.3 Special requests (beds, seating, meals, accessibility, etc.) are requests only and cannot be guaranteed. No request is binding unless confirmed in writing by TIJT and, where relevant, by the Supplier.

## 6. Cancellations by you (client)

6.1 Cancellations must be in writing and take effect when received by TIJT during business hours.

6.2 Cancellation charges: You agree to pay cancellation charges reflecting (a) Supplier cancellation penalties and (b) TIJT’s reasonable costs and service fees already incurred. Where the Consumer Protection Act (“CPA”) applies, cancellation charges will be reasonable, fair, and consistent with the CPA.

6.3 Indicative land-arrangement scale (unless stricter Supplier terms apply and subject always to the CPA):

- More than 8 weeks before departure: deposit/service fees may be forfeited.
- 8 to 6 weeks before departure: up to 80–90% (prime/peak seasons may be higher).
- 6 to 4 weeks before departure: up to 85–95%.
- Less than 4 weeks before departure or no-show: up to 100%.

6.4 Air tickets: Once issued, air tickets may be non-refundable or carry penalties up to 100%, plus Supplier fees. Airline rules are non-negotiable after ticketing.

6.5 Unused services: No refunds are payable for no-shows, late arrivals, early departures, or unused services (including optional services) unless a Supplier refunds TIJT.

## 7. Cancellations or changes by TIJT or Suppliers

7.1 TIJT may need to change arrangements due to Supplier changes, safety considerations, operational needs, or events outside TIJT’s control.

7.2 Where a significant change occurs before departure, TIJT will use reasonable efforts to offer suitable alternatives. Price differences may apply.

7.3 If a Supplier cancels and refunds TIJT, TIJT will pass on the refundable amount to you, less any non-refundable Supplier charges and TIJT’s reasonable service fees (to the extent permitted by law).

7.4 TIJT may decline, suspend, or cancel services where required by law, where you breach these Terms, where you create a material risk to others, or where Suppliers refuse service (including for safety, misconduct, or non-compliance with rules).

## 8. Travel documents, names and traveller responsibilities

8.1 Your passport, visas, transit requirements, vaccinations/health requirements, permits, and any required documentation are your responsibility. Requirements can change without notice.

8.2 Ticket names must match passports exactly. You are

responsible for providing correct traveller details. Any reissue costs, penalties, or fare differences arising from incorrect details are for your account.

8.3 Check-in, baggage rules, and airline schedule changes are governed by the airline. You must comply with check-in times and airline requirements.

## 9. Insurance

9.1 TIJT is not a licensed financial services provider and does not provide insurance advice.

9.2 Travel insurance is strongly recommended and may be essential. You are responsible for selecting suitable cover (medical, cancellation, curtailment, baggage, adventure activities, etc.).

9.3 If you decline insurance, you accept the financial risk of losses that insurance may have covered.

## 10. Health, safety and conduct

10.1 You must ensure you are medically fit to travel and that you comply with all safety instructions and local laws.

10.2 Certain destinations/activities involve inherent risks (weather, wildlife, water activities, transport, political conditions, etc.). You accept these risks.

10.3 You are responsible for your conduct and for any costs, losses, or claims arising from misconduct, damage, unlawful acts, or non-compliance with Supplier rules.

## 11. Delays, force majeure and events outside TIJT's control

11.1 TIJT is not responsible for delays, disruptions, or changes caused by events outside TIJT's reasonable control, including (without limitation) weather, pandemics/health emergencies, strikes, civil unrest, acts of government, border closures, airline schedule changes, and Supplier operational issues ("Force Majeure").

11.2 In such circumstances, additional costs (accommodation, meals, rebooking fees, alternative transport, etc.) are for your account unless recovered from a Supplier or insurer.

## 12. Liability limits and indemnity (maximum protection allowed by law)

12.1 To the maximum extent permitted by law, TIJT is not liable for any loss, damage, injury, illness, death, delay, cancellation, or additional costs arising from acts/omissions of Suppliers or from Force Majeure.

12.2 TIJT is not liable for indirect, special, consequential, or economic loss (including loss of enjoyment, loss of profits, or loss of opportunity) to the maximum extent permitted by law.

12.3 Where TIJT is found liable for any reason, TIJT's liability is limited to the lesser of (a) the TIJT service fee paid by you for the affected booking, or (b) the amount recoverable from the relevant Supplier. This limit does not apply to liability that cannot be limited by law.

12.4 You indemnify TIJT, its directors, employees, and agents against claims, damages, liabilities, costs, and expenses arising from your breach of these Terms, your negligence, unlawful conduct, or actions of any traveller on your booking, to the extent permitted by law.

## 13. Complaints and time limits

13.1 If you experience an issue during travel, you must notify the Supplier and TIJT as soon as reasonably possible so that we may attempt to assist.

13.2 Any complaint must be submitted in writing within 14 days of return (or the end of the affected service), together with supporting documentation. This helps us

investigate with Suppliers. Submitting late may prejudice our ability to recover from Suppliers.

## 14. Privacy and communications

14.1 TIJT processes personal information in accordance with our Privacy Policy and POPIA. By engaging TIJT, you consent to the processing and sharing of your information with Suppliers and Operators as necessary to perform the services you request.

14.2 Service communications (booking confirmations, schedule changes, travel documents) may be sent via email, WhatsApp, SMS, or other channels you provide. Marketing communications will be sent only with opt-in or where permitted by law.

## 15. General legal terms

15.1 Entire agreement: These Terms, together with your invoice/itinerary and applicable Supplier terms, form the entire agreement regarding your booking.

15.2 Severability: If any clause is unlawful or unenforceable, the remaining clauses remain in force.

15.3 No waiver: Failure by TIJT to enforce a provision is not a waiver.

15.4 Governing law and jurisdiction: These Terms are governed by the laws of the Republic of South Africa. Subject to applicable law, the courts of South Africa have jurisdiction.

15.5 Notices: We may send notices to the contact details you provide. You must keep your details updated.

### Client acceptance

By signing below (or accepting electronically), you confirm that you have read and agree to these Terms.

### Client acceptance

Client / Lead Traveller full name

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Client signature

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Date

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