

TICKETPRO TRAVEL REFUNDS, CANCELLATION AND CHANGE POLICY IN RESPECT OF AIRLINE TICKETS, ACCOMMODATION VOUCHERS AND VEHICLE RENTAL VOUCHERS ("VOUCHERS")

COVID-19 DISCLAIMER

By proceeding to book your Voucher You agree and accept the Terms of Service and this Refunds, Cancellation and Change Policy and Covid-19 Disclaimer ("Booking"). You further acknowledge that Ticketpro operates as, *inter alia*, an accommodation and vehicle booking platform and all content that appears on our website is sourced from a GDS (Global Distribution Service) or directly from the applicable airline via an Application Programming Interface (API). Whilst every effort is made to ensure that systems are updated to take into account any travel restrictions that may exist at the time of booking, it may be possible that there is a delay in the GDS or airline system updating to accommodate all travel restrictions that may be imposed. By booking the selected Voucher with us, You confirm that you have checked that there are no travel restrictions, in both your country of departure, transit and arrival, that may affect your booking and that you have satisfied yourself on behalf of all travellers in the booking that you can proceed with the booking. Please also check the entry requirements of your destination country, as a vaccine passport, quarantine period or testing might be a requirement when flying in from South Africa.

Ticketpro cannot be held liable for any operational changes, cancellations or consequential damages incurred by you, or any passenger in the booking, in the event that flights and Suppliers of the Vouchers are not able to operate as planned, including any disruptions, cancellations or changes to planned schedules. Please note that in the event that a flight or Voucher is disrupted or cancelled due to travel restrictions being imposed that each Supplier will have their own policy in this regard, which will apply to your booking.

Change, Cancellation & Refund Fees:

You may be able to amend your Booking in terms of the applicable Supplier's terms and conditions. Please have regard and familiarise yourself with the third party Suppliers' terms and conditions.

Airlines & some suppliers do not permit name changes at all and travel arrangements are not transferable to third parties.

Please check before booking any penalties you might have to pay to change your Booking, or whether the Booking may be changed at all.

Ticketpro will charge You a reasonable administration fee for changes to and cancellation of a Booking.

All applicable fees charged by the Suppliers or any governmental authority relating to a change or cancellation will be payable by You.

Cancellation penalties will be payable and you understand that many Bookings are non-refundable and not subject to any changes whatsoever due to the Supplier's terms and conditions.

You understand that it can take up to 12 weeks to process a refund.

If You miss a flight for whatever reason, You will forfeit any right to a refund.

Taxes:

Airline taxes are subject to change and are confirmed at the time your Booking is issued. There may also be a local tax charged at some airports.

Special Requirements:

You must contact our travel advice line on 011 888 2298 (charges apply), regarding any special requirements you may have for your travel arrangements such as special meals and seating requests, room types or disabled access.

Frequent Flyer:

When booking with one of our consultants, please let them know Your frequent flyer membership details for inclusion in your Booking.

If You are making a Booking online utilising this website, please insert these details in the space provided for inclusion in your Booking.

Please check Your frequent flyer program for the specific terms of your membership. We cannot guarantee that the Supplier will credit You with points for your Booking.

Keep Your boarding passes for all flights on your person, as this will be requested if a credit is queried.

Travel Documents:

Travel documents include, *inter alia*, airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm a Booking arrangement with a Supplier.

Travel documents may be subject to certain conditions and/or restrictions including, but not limited to, being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees and You must familiarise yourself with the Suppliers' terms and conditions.

Travel documents cannot be transferred to another person to use.

All airline tickets must be issued in the name of the passport/photo identity holder.

An incorrect name on a Booking may result in an inability to use that Booking resulting in the Booking being cancelled and Ticketpro will not be liable to reimburse you any amount whatsoever.

Please review Your travel documentation carefully and advise us immediately of any errors in names, dates or times.

If you have made a Booking online, you should print out and retain your travel documents as provided to you by the website (or in the follow up email we send you).

Schedule Changes & Cancellations:

We recommend that you contact the airline to confirm your scheduled departure time at least 24 hours prior to your flight.

Check Your departure dates and times on itineraries and ensure that Your travel documents correspond with the itinerary, know Your travel plan.

In the event of an unscheduled extension or cancellation to the final Booking caused by flight re-scheduling, flight delays, bad weather, lockdown and/or quarantine restrictions, strikes or any other cause which is beyond the control of Ticketpro, any expenses relating to such unscheduled extensions or cancellations will be for Your account.

Ticketpro cannot be held liable for failing to advise you of any changes to your Booking, even when these changes had been communicated by the Supplier to us as there may be delays in relaying this information to you, due to operating hours or technical delays.

Any variations in the final itinerary do not constitute any reason for a refund and Ticketpro shall not be held liable for any such variations. It is Your responsibility to check each amendment to the itinerary.

If You miss your outgoing flight, no other person will be entitled to utilise the corresponding return flight recorded in your Booking.

If a return flight is booked and only the outgoing flight is used, airlines may charge You additional fees, as often one way flights cost more than return flights.