

The Golf Air Terms & Conditions

Golf Air is a Luxury Safari, Leisure, and Golf Tour Specialist and Host. We arrange and host Private, Custom, Luxury Safaris in South Africa and Africa, inclusive of Private flight and rail travel inside South and Southern Africa, Accommodation and Golfing, as well as Leisure Excursions/Itineraries running adjacent to the Golfing Itineraries for those who don't partake in Golf.

We customize all journeys to each Clients' individual needs.

The delivery of travel arrangements is done through trusted Third-Party Suppliers or Intermediaries being, but not limited to, Air charter companies, Hotels and Lodges, Cruising Companies and Road Transfer Companies together with Rail Companies who are responsible for providing your travel service or product.

We also make use of our trusted guides and Golf Professionals on every excursion, hosting your journey and making sure that you are taken care of throughout the journey from start to finish.

GOLF AIR WEBPAGE

- By using or browsing this Site, you accept the GOLF AIR Terms and Conditions in full together with the Customer Agreement;
- These Terms and Conditions and Customer Agreement apply to every person or entity that uses the Golf Air website, information, documents and services that we provide, collectively referred to as 'Services', either directly or indirectly;
- For the purposes of these Terms and Conditions:
"Us", "Our" and "We" refers to GOLF AIR (PTY) LTD.

AND

- "You" and "Your" refers to The Client, Website User, Agent, Guest, Entity making a booking on behalf of a Natural Person or Group, Bot, AI or Natural Person using the golfair.co.za website, or person Registering on our online platform via Our Registration Form, or the person making use of Our Service;
- **If you disagree with any part of these Terms and Conditions or the Customer Agreement, you must neither use this Site nor Our Service.**

BOOKING WITH GOLF AIR

- When you, or any other Agent, Person, Entity, Bot, AI, or Agent responsible for your customized journey with us makes a booking with us, we accept that you've read through, understand, agree with and accept all the Terms and Conditions, together with the Customer Agreement;
- If you do not understand this, do not make use of Our Service.

HOW TO MAKE A RESERVATION

- A quote will be sent out to you setting out the costs of your custom journey, the payment schedule and details of your specific journey;
- Space is allocated and held for the time set out on your specific quote but if another client requires the same Aircraft, Pilots, Accommodation and PGA Golf Professional's and/or hosts at the same time, we will notify you and if you do not confirm your booking via a booking fee, we will not be able to guarantee your journey;
- Upon written request via email and *subject to availability*, we will book your journey upon payment of a 50% booking fee, after you've received the Cost Estimate for your Journey, except if agreed upon differently on an ad-hoc basis;
- By making a reservation via payment of communicated fee, you confirm that you have read through and understand all the Terms and Conditions together with the Customer Agreement;
- **We want to make sure that you do read our terms and therefore, by registering via our online platform, you also signify that you've read through and understand Our Terms and Conditions and The Customer Agreement, and that you do accept both.**

ACCOMMODATION

- This fee is applicable to a per person SHARING rate, sharing a Standard room at the various Lodges and Hotels as per your specific itinerary;
- If you do not want to share a room and you are a single traveller, a single supplement payment will be applicable per room at the rate published as per your itinerary sent through on an ad hoc basis and will be communicated to you;
- All accommodation destinations mentioned in itineraries will be subject to availability;
- We can accommodate our guests with upgrades, if available, at any given time and the rate therefor will be communicated and invoiced as such to our Client;
- We reserve the right to change accommodations to the same standard or better in instances of Force Majeure, Vis Major, where rooms have suddenly become unavailable by suppliers, or any other event out of our control in order to still continue with your journey and these changes will be communicated with you immediately.

CANCELLATION POLICY FOR FIT TRAVEL

- Comprehensive Cancellation Insurance is compulsory with CFAR-TYPE Insurance being the preferred type of Insurance to be advised;
- FIT bookings (one or two travellers alone);
- Cancellation policy is applicable to departure dates as indicated on Invoices sent out us, and if cancelled, you will incur the following fee:
 - 50% fee as required upon booking, and this is non-refundable;
 - Between 142 and 120 business days before departure date: 50% of the fee as on the Invoice;
 - Between 119 and 110 business days before departure date: 75% of the fee as on the Invoice;
 - Between 109 and 90 business days before departure date: 100% of the fee as on the Invoice;
 - Cancellation fee will be waived only if and when a consumer fully complies with section 17(5) of the Consumer Protection Act 68 of 2008 and proof of compliance with this subsection can be provided. This does not, however, include the whole group (should the booking be in group format), but only the one affected person who does comply with section 17(5) of Act 68 of 2005;
 - If we have given you the option of a Travel Voucher due to any reason whatsoever and you have taken that option, you might be liable to pay a reasonable surcharge as we are bound by the Terms and Conditions of our Supply chain, although we'll keep our best to keep to the original price as per our initial Invoice sent to you;
 - If you choose to cancel after taking the option of a Travel Voucher, you can make use of your Comprehensive Cancellation Insurance;
 - If you choose to cancel your journey for fear of travel, you can make use of your Comprehensive Cancellation Insurance;
 - **When booking with groups** in terms of group travel (not individual travellers or a couple making a booking), **Group Travel, Cancellation Options and Terms** are applicable;
 - If you do not understand these terms, please do not make a booking with us.

CHANGES

- We reserve the right to amend the travel price any time after Confirmation of booking via payment, as seen in the above Confirmation of your booking-clause, even though we'll do our utmost best to keep to published prices;
- Reasons for amendment in Travel Prices can be found in our Customer Agreement together with our Surcharge-Clause;
- We further reserve the right to amend any sightseeing excursion, scheduled golf game or planned departure due to, but not limited to, adverse weather, supplier interruptions or limitations, political unrest, or any other reason beyond our control, but we'll always do our best to provide you with alternative sightseeing excursions and golf courses of the same level together with departure times;
- There will be no refunds to any person/group for part or whole of the booked journey that may be missed due to personal and/or medical reasons except for those expressly stated in the Consumer Protection Act 68 of 2005 and then only for one such affected person;
- Golf Air reserves the right to amend travel prices after confirmation of booking of first payment should there be severe currency fluctuations, fuel increases, statutory changes or any other factor which severely influences the price as per invoice sent to you and this will be communicated to you and will be for your account, but will however do our utmost best to keep to prices as per the original Invoice;
- Golf Air reserves the right to amend these Terms and Conditions and the Customer Agreement at any given time due to constant changes in Government regulations throughout the World, inflation, currency fluctuation, fuel surcharges and/or any other adverse event or factor (be it environmental, political, or any other factor whatsoever) which might influence the current Terms and Conditions and Customer Agreement;
- Should you not agree with this Clause, please do not make a booking with us.

CHILDREN AND MINORS (under the age of 18)

- A child must be 16 years or older to partake in golfing and/or other activities;
- It is preferable that minor children should be accompanied by an Au pair, as many of the facilities do not offer child care;
- All minors must be accompanied by either their parents or legal guardians in order to travel with you, with proper documents as prescribed by the SA Government to prove the above;
- Your travel agent and embassies will provide you with the correct information regarding the travel information required regarding minor children;
- All minors traveling alone or with another family need to have letters of consent from either their own parents or legal guardians, together with all required Government documents necessary by the South African Government;
- No children under the age of 16 years are allowed to travel with us, except if expressly agreed and with arrangements for childcare at all times;
- Minors are not allowed to play Fancourt Links Golf Course.

COMPLAINTS

- Any and all complaints should be made in writing via e-mail to info@golfair.co.za no later than 15 days after occurrence any event that might prompt a complaint;
- Even though we will do its best to reach a satisfactory resolution regarding any complaint, we cannot guarantee this, as all third-party supplier services are out of our control and we can't responsibility for the actions of Third-party Suppliers;
- We do however guarantee that we use only the best luxury suppliers, registered guides and game rangers in South Africa in order to make your journey unforgettable;
- Our hosts will be with you during your entire journey, therefore any complaints can be given through immediately and verbally if not very serious in order to try and remedy any situations immediately, but if complaints are of a very serious nature, they should all be in writing and given through within 15 days of any incident – the seriousness of any complaint is at your discretion;
- Should any incident go unreported whilst guests are on journey with our team, we reserve the right to not be held accountable at any given time after the 15-calender day period, as your hosts will always be travelling with you and if no *bona fide* -attempt was made to solve a complaint during the journey, we cannot be held liable for not trying to resolve any serious incident if we were never made aware of it;

- If you do not understand any of the above clauses, please enquire before making and confirming a booking with us.

CONFIRMATION OF YOUR BOOKING

- Upon receipt of a 50% deposit, which will serve as confirmation of your booking, final, very-detailed confirmation details of your specific journey will be sent to you, specifically for your needs;
- By making a payment to us, you confirm that you are our Client and that we are your Luxury Travel Host in South Africa and Southern Africa for your custom journey;
- Non-payment will result in non-confirmation of booking and allocation can be given to anyone else, as space and availability for custom journeys will be limited due to availability;
- By confirming your booking, you are, confirming that you have read through and understand all the Terms and Conditions together with our Customer Agreement and if you do not, you should not make payment and not confirm your booking.

COPYRIGHT

- Photos on this website or Social Media Pages belong to us, Beechcraft Textron Aviation or anyone being given Photo credit by Golf Air;
- Any photos taken on any journey or provided to us by any of our guests become the property of Golf Air;
- In situations where privacy of guests is expressly requested, we will not make use of any footage or photos on any platform or Social Page as we respect your privacy;
- Any journey plan being given through to you remains our property;
- Please make sure that you read, understand and agree with this Clause before making use of our services;

DANGEROUS GOODS

- Dangerous goods must be declared;
- If goods are packed incorrectly and/or do not have the correct documentation, carriage of such goods will be refused by our Third-party suppliers;
- We can't be held responsible if goods are not allowed by our Third-party suppliers;
- If you have any doubts regarding status of luggage, please check with us first, as dangerous goods will not be carried by any supplier;
- Should any dangerous goods be taken from you, this is not in our control has been warned to declare any and all such goods and will not be our responsibility in any way whatsoever.

DATA PROTECTION

- We support the new International (GDPR) and local (POPI ACT) laws regarding Data Protection as they raise the bar regarding data security and compliance. Our website hosting company is GDPR compliant as well as POPIA compliant. Even though the Golf Air Team fully complies, we will not be held liable for any breach in security or a cyber-attack, should this happen, as it is out of our control;
- You are more than welcome to ask the Golf Air team regarding data protection when making a booking.

DIVERSIONS AND DELAYS

- Delays, deviations and diversions due to adverse weather, technical instability or any other factor whatsoever is beyond our control and will be for your account, should there be a fuel surcharge, overflight costs and any other costs incurred by our Third-party Supplier regarding Air Crew Accommodation, Demurrage, or any other expenses incurred, as your safety is our top priority;
- Any cost imposed on us in terms of diversions or delays, whatever the reason for the Diversion or Delay, will be for your account and will be billed whilst on your journey.

DRESS CODE

- The dress code for some dinners will be casual, some smart-casual, some smart;
- Your itinerary will be an indication of the dress code for each day and evening, but our team will send out information regarding dress code for the whole journey quite some time before your journey with us;
- You are the Client and if a request is put through for all dinners to be casual, we can customize your itinerary to suit your specific needs;
- Golf Air will send out a live information link with all the necessary information in regarding your custom journey, inclusive of dress code and essentials for each day of travel.

FLIGHTS

- Your type Aircraft and air travel time will depend on various factors, including but not limited to, aircraft availability, landing strip availability, length of landing strips at various destinations, pilot availability, the number of guests, luggage allowance, distances between locations and various other factors to be taken into account and therefore different aircraft might be used on different legs of flight throughout South and Southern Africa;
- We always ensure that the closest runway or Airport is used to make road transfers as short as possible, but safety remains our main concern and at the forefront of decision in terms of Aircraft type, travel time and destination;
- In the event that adverse weather prevents us from taking off or landing, we will adjust the time of our departure accordingly as all our flights are non-scheduled and private, except if a different request is put through by you or agreed upon between parties on an ad-hoc basis;
- Safety is of the utmost importance to us and all our flights are usually dual crew if so required;
- Most flights will take between 15 minutes to 60 minutes and flight duration and routing will always be communicated long before the Journeys commence;
- All ground staff and operating personnel, including cabin staff, are authorised to take orders only from the Piloting Captain, and this is accepted by you, by making this booking where in specific instances this would also determine Aircraft type and availability;
- We reserve the right to make use of any empty legs on the Aircraft;
- If in the event of a delay, overflight or adverse weather and there are any surcharges, it will be for your account which will be invoiced during the journey as per our Surcharge-clause;
- The Piloting Captain of every and any aircraft chartered by us has the right to refuse any type luggage and/dangerous goods at his/her own discretion, always keeping the safety of the passengers in mind as main determining factor for doing so;

FORCE MAJEURE

Golf Air is not responsible and cannot be held liable for any changes or delays in planned itineraries due to natural, unnatural or any other factors beyond our control, which include, but is not limited to:

- civil commotion, labour disturbances, riots, pandemics, epidemics, cyber-attacks, an internet black out, bio-hazard disturbances, lockdowns, blockades, embargo, strikes, lock-out or public disorder or any other activity which is calculated or directed to bring about any of the foregoing;
- war, invasion, an act of foreign enemy, hostilities or warlike operations (whether war be declared or not) or civil war;
- non-performance, partial performance or delay resulting wholly or partly from any occurrence or any circumstances whatsoever beyond our control, including the acts of omission and or any other type act of Clients and guests, Third Parties, Governmental authorities and all Civil Aviation Authorities, Acts of God, meteorological conditions, quarantine, requisition of Aircraft by Public Authorities, Private Companies or Entities, and Golf Air cannot be held liable in any of the instances;
- your safety or the safety of your property, and when being deemed by the Aircraft Captain or our team to be in jeopardy, we shall use all reasonable endeavours to perform/continue to perform the itinerary as per schedule but shall have no liability to you in the instance of non-performance, partial performance or delay as your safety is our main concern.

We will always endeavour to make the whole Golf Air journey as per your request possible and complete, even if at a later stage if possible but can't be held liable to do so in terms of conditions totally beyond our control and the Client might be charged a surcharge if the journey is moved due to circumstances beyond our control but can be made possible at a later stage and we'll always strive to make this possible.

GIFTS

- Any gift from us will be your responsibility for the duration of the trip and no extra gifts will be provided if lost;
- We takes no responsibility if you or any of your guests not like, loses or takes offense in terms of gifts given to you;
- The Golf Air Team strives to use South African Suppliers, usually with a small to zero impact on the environment with an extra incentive of Paying it Forward to Communities in need together with Conservation and building SMME's in South.

GOLF

- The green fees, halfway house, lunches, snacks and hosted drinks during meals/tastings are all included in your package, as per your itinerary, except if expressly excluded from your journey;
- Golf carts are compulsory at some clubs and one of our Golf professionals will always keep you up to date as to which Clubs they are (if part of your journey) as your journey moves forward, as it is fully hosted and our PGA Professional also travels with you;
- Medical certificates will be compulsory if you require a golf cart on every course, especially on The Gary Player as well as on Fancourt Links course as they do not allow golf carts at all, except if expressly asked and medical certificates can prove the need for a golf cart;
- When wearing shorts at Leopard Creek Golf Club, all men must wear White Socks as this is a rule of the Club together with the fact that Carts are compulsory, and no leisure guests are allowed on the Course for the day;
- Club hire or equipment hire will be for your own account, but our team will be of assistance in South Africa regarding a full set of Clubs for you via our supplier, should you not want to travel with your golf clubs.

GROUP TRAVEL, CANCELLATION OPTIONS AND TERMS

- Any booking made in a group format by an Entity or Natural Person is subject to all our Terms and Conditions and the Customer Agreement;
- Please note that, should one of the guests in the group traveling with a Client want to cancel their journey(for whatever reason whatsoever), these guests can claim from CFAR recommended Insurance, but it does not affect the group booking made by the Client on behalf of the rest of the Group;
- Therefore, payment as per Invoice to the Client/Entity/Natural person booking on behalf of the group will still be applicable for the whole group, regardless of one or two members of the traveling group choosing not to travel anymore for whatever reason in terms of Group Travel as different rates and conditions apply to groups;
- The remedy for any guest who chooses not to travel with a group anymore after confirming with their Registration and Payment, would be to claim from Insurance;
- We will, upon the booking of any group format journey, send out a link and registration form and will give every person choosing to travel with us all the information necessary in terms of Itinerary of their journey, options for Travel Insurance, Our Terms and Conditions and Customer Agreement;
- There will be no refunds to any person/group for part or whole of the booked journey that may be missed due to personal and/or medical reasons except for those expressly stated in the Consumer Protection Act 68 of 2005 and then only for one such affected person;
- There will be no refunds to any person/group for part or whole of the booked journey that may be missed due to medical reasons, if the person/group was aware of the medical problem prior to provisional booking or before confirmation of booking OR after Confirmation of Booking, as this is not in our control – therefore, CFAR Insurance as per recommendation on our Site and Registration form;
- In the event of the journey not being able to be executed (ex. a Pandemic), we will postpone the journey to another date;
- Please refer to our PAYMENT CLAUSE as well as CANCELLATION CLAUSE if you have any queries regarding payment schedules;
- Payment terms regarding Group bookings are handled on an ad-hoc basis as per Agreement with each Client, Entity or Natural Person handling the booking on behalf of the whole group;
- Golf Air usually only takes a 15% deposit on the full group number to secure all accommodations for the whole group and the rest of the payment will only be made as per the Invoice sent to the Client depending on the time of the booking and availability of accommodation.

HEALTH

- Anti-malaria and Yellow Fever medication may be required in certain areas that are being visited and should be taken if prescribed and advised by your Doctor or Health Care Provider;
- All Health and Safety protocols should be adhered to in terms of Government regulations in South Africa and broader Africa;
- Comprehensive Travel, Medical and Cancellation Insurance is Compulsory, is your responsibility;
- We must and should be notified of any and all pre-existing medical conditions that might affect your travel experience in the slightest as we do want to ensure that our you are comfortable at all times, bearing in mind that your information will be kept private at all times;
- We takes no responsibility for any guest not notifying us of pre-existing health conditions, making the remainder or any part of the journey impossible, limiting or not enjoyable to the full extent;
- We will do our utmost best to make sure you get to your nearest medical service provider in South Africa and to check up on you regularly whilst you're in South Africa if medical attention is needed urgently, regardless of the cause, as your safety remains our priority, but this will be for your own account and handled in terms of Medical Insurance;
- All your information is privileged but necessary for your safety and the safety of other guests, especially if you're partaking in group travel;
- You have the right to ask our team questions before and during your journey and we'll answer them according to the knowledge we have in terms of local authorities and Tourism Bodies as best we can, but our advice remains that you follow the advice of your Travel Medical Professional should you question our advice and that of our Medical Professionals in South Africa;
- Golf Air fully indemnifies itself against ANY side effects that any guests may suffer due to any vaccine or other medications that guests might take on/for their journey to South Africa as prescribed by their Travel Doctors, as it is not mandatory to take these medications for travel to South Africa and guests will take all medications or vaccines voluntarily;
- The Golf Air team is not allowed to distribute any medication during your journey to you but will, if necessary, make sure that you get medical attention immediately – this will be for your account and therefore our insistence that you do take out Medical Insurance;
- If you don't understand or do not agree with this clause, please send us an enquiry and we'll answer your queries and explain this clause before you confirm your booking with us.

INDEMNITY

- Although certain limited insurances have been arranged, neither we nor our Staff, Pilots, Consultants, Agents, Tour operators, Third-party Suppliers or Employees, shall be liable for any loss or damage to any Guests' luggage;
- Insofar as any of the tours may include a visit to a Game Reserve, Rail travel, Boat Cruises or any other organised excursions and whilst attacks by wild animals are extremely rare, similarly neither we nor our Staff, Pilots, Agents, Consultants, Employees or Third Party Suppliers accept any liability whatsoever for any injury or incidents to you or your belongings whilst on your journey with us;
- Participation in any Tour or Travel-package arranged by us and provided by any of our Third-party suppliers is done at your own risk;
- You hereby waives any claim which you might have against us, our Staff, Pilots, Agents, Employees, Consultants, Third-party Suppliers, Subcontractors or Partners (all of the aforementioned being collectively referred to as 'GOLF AIR') for any injury and/or loss of any nature whatsoever (including, without limiting the generality of the a foregoing, consequential loss) arising for any reason of any nature whatsoever directly or indirectly out of any aspect of the tour (including, without limiting the generality of the a foregoing) any form of transport used for the purpose of your journey;
- This clause shall be binding on You, and your Executors, Heirs, Trustees and/or Dependents or anyone else who wants to lodge a claim against us;
- You record that all the services and facilities provided to you are accepted voluntarily and with full knowledge that they may expose you to injury, illness, danger or loss of property;
- You further record that any statement, representation or information given to you by our team in any form whatsoever shall not prejudice this clause in any way whatsoever;
- The rights of neither party shall be prejudiced or restricted by any indulgence or forbearance granted to it in writing and no waiver, if any breach, shall operate as a waiver of any other or further breach of this clause or any other clause of these Terms and Conditions or Customer Agreement;

- You indemnify us in respect of any and all claims (inclusive of legal fees and costs) that may be made by any party against us, arising out of any claim in respect of which you give the aforementioned waiver, as you agree that you have read through and understand all aspects of all the above-mentioned Terms and Conditions together with the Customer Agreement;
- Save as expressly stipulated herein, we shall not be held liable in any manner whatsoever (whether in contract, delict or otherwise) in respect of any loss, damage or injury, whether direct, indirect, consequential or of any other kind whatsoever arising out of or in such connection with any agreement to which these terms and conditions apply;
- All passengers flying or travelling with us will be briefed before each flight regarding Aircraft type, safety, duration of flight, crew, luggage and rules of flight regarding safety by our Pilots and third-party suppliers together with the logistics of each day of their journey;
- A signed document via Registration will be given to us before you travel to South Africa in order to Travel with us, to ensure that you did read through and understand all aspects of our Terms and Conditions and Customer Agreement before making use of our service, but even if you do not sign the provided indemnity, your booking confirmation via payment serves as confirmation that you did read through the Terms and Conditions and Customer Agreement.

INSURANCE

- Comprehensive Travel, Medical and Cancellation insurance is your responsibility and mandatory;
- We usually advise that you take CFAR-type insurance for the type journeys on offer, as it is luxury journeys and we would not want you to lose any funds should you, for any reason whatsoever, not be able or want to travel;
- Please note that we are not a Travel Agent and will therefore not give advice regarding your specific Insurance Policy, but we advise that you speak to your travel agent or broker in terms of Travel Insurance for your journey to make sure that you are fully covered for any event;

JURISDICTION

All parties submit to the Jurisdiction of the Republic of South Africa.

LAUNDRY SERVICES

- Laundry-services are available at most of the lodges and hotels, and will be for your own account;
- Golf Air does not take any responsibility for any damage to laundry at any of the hotels or lodges on your journey, even though we guarantee your stay at the most reputable lodges and hotels on our journeys.

LEISURE GUESTS (GUESTS WHO ARE NOT PLAYING GOLF)

- All-inclusive, professionally guided excursions for Leisure Guests are organized for every day while the golfers are playing golf and will take place mostly via road transfer from your various destinations using Third party Suppliers, except if expressly communicated that this will take place via private aviation;
- This itinerary runs directly adjacent to the golfing itinerary and our leisure guests are set to have the time of their lives with the best guides and hosts being with them for their journey.

LUGGAGE

- You are welcome to bring up to 23kg luggage (excluding the golf bag) and a small hand luggage item too (subject to passenger loads);
- The 23kg bag must be a soft luggage case item to make sure that it fits the requirements for the aircraft you will be traveling in;
- We will send information to either you or Entity or Natural person responsible for your booking regarding luggage limitations before your journey, as the type of aircraft you choose as well as the amount of people on specific Aircraft type will influence your luggage limitations, even if only for specific parts of your journey;
- If you do not receive specific instructions regarding luggage limitations, you can disregard the above restrictions regarding luggage in this clause as your maximum limit and we'll inform you regarding luggage operations whilst you're travelling with us on your journey;

- Excess luggage for very specific excursions can and will be stored for you at a safe location if luggage restrictions are exceeded and will be for your account;
- Any and all information regarding luggage turnaround, movement thereof etc. will be communicated to you before and during the duration of your journey;
- Golf Air takes no responsibility for any lost items in your luggage at any given stage of your journey or lost luggage items;
- Please adhere to our advice on your Itinerary as advice regarding the luggage will be given on a day-by-day basis on your live itinerary link.
- All limitations regarding luggage are for passenger safety on your Journey.

PASSPORTS AND VISAS AND ENTRY INTO SOUTH AFRICA

- It is your responsibility to make sure that your passport and Visa (if necessary) is valid and in good order prior to departure with us;
- It is your responsibility to check with relevant embassies for requirements and your Travel Agent or Tour Operator or Membership Director will also be able to advise you;
- If visas are necessary but not in order, this will be for your own account;
- In the event that you are refused entry at any destination Airport for any reason whatsoever, you shall indemnify and keep Golf Air indemnified;
- All costs or expenses whatsoever incurred in respect of refusal of entry/a quarantine period in South Africa due to positive testing in terms of any type of illness (including but not limited to charges, fees, penalties or any other expenses levied upon us by any Immigration Authority or demurrage because of delay caused as a result of this to the whole group) or of any arrangements made by to return you to the Country from which you were originally carried, will be for your account;
- It is important to note that no other guests other than those ticketed to travel with us, with full details given beforehand by the Client/guests themselves together with confirmation of booking and full payment of all Invoices, will be accepted to travel with us.

PAYMENT SCHEDULE

- A 50% non-refundable payment is required in terms of your booking at least 142 business days before departure from your specific traveling point in South Africa, therein specifying 142 business days before the start of your specific journey with Golf Air;
- Most third-party suppliers will be in such demand to require any client to pay a 50% deposit even up to a year in advance, otherwise allocated space at Private, luxury lodges might be lost, and in such cases, this will always be communicated to clients in advance in order to ensure privacy and to give them a chance to make a decision regarding the payment schedule/change in supplier, if on the list of the Golf Air suppliers;
- Your Golf Air Safari Journey must be paid in full at least 109 business days before departure from your departure point in South Africa, please refer to our Cancellation policy-clause;
- Should you enquire about a booking which falls within the set-out payment dates (for example, a client wants to travel, but makes a booking 89 business days before the client wants to depart), clients will be asked to immediately make full payment as per our quote and invoice to confirm your booking and in order for the Golf Air Team to make payment to all Third-Party Suppliers, to secure your Aircraft and to work on your very specific journey and Itinerary.
- An Invoice with [set payment schedule](#) will be sent to the Entity or Natural Person making the booking and payment on behalf of a Group;
- Group Payment schedules differ from FIT payment schedules, are done on group-basis and communicated via Registration Link to all guests who will form part of the group together with the Entity or Natural Person making Payment on behalf of the group.
- Payment terms regarding Group bookings are handled on an ad-hoc basis as per Agreement with each Client, Entity or Natural Person handling the booking on behalf of the whole group;
- We usually only take a 15% deposit on the full group number to secure all accommodations for the whole group and the rest of the payment will only be made as per the second Invoice sent to the Client making payment on behalf of the group, depending on the time of the booking and availability of accommodation.

PGA PROFESSIONAL

- We pride ourselves in sending a PGA Golf Professional with you on every journey if you are playing golf;
- Your golf swing will also be recorded with high-speed camera to be looked at and analysed by our Pro and he'll give you tips and tricks to better your game;
- A competition will also be arranged in a fun way to make sure we have a winner after your epic journey.

PHOTOGRAPHY AND FILM

Golf Air reserves the right to make use, without any notice to clients, of any photography or film taken by our staff on our journeys for general publicity purposes without payment, permission or credit except where express concern is raised regarding your privacy, which we'll respect and which will be treated as per your requirements on an ad-hoc basis.

SCHEDULING TIMES & ROUTES

- Excursions cannot be fully guaranteed and will only take place if time and circumstances permit as weather plays a role and your safety is always our primary concern;
- Departure and arrival times of flights are approximate, cannot be guaranteed and we reserve the right to alter our routing or re-route at any given time between departure and arrival points as your safety is our primary concern;
- Where you wish to make changes to the agreed upon itinerary with respect to date, route, time, passenger load, catering or any other previously agreed parameter and we are able to accommodate the change, you will be responsible for all further costs incurred by us for the changed schedule in itinerary;
- Please note that any costs incurred whilst in South Africa or broader Africa are subject to VAT charges as prescribed by the South African Government.

SURCHARGES

- Fuel: This cost is calculated at current published fuel prices in South Africa. Should upliftment in fuel prices cause an extra charge in terms of all types of transport and affected necessities for your journey, the surcharge will be for your account and will be communicated to you immediately once the known price of upliftment is clear;
- Airport hours: additional costs incurred when movements occur outside an airports' operating hours and this will be for your account;
- Extra costs incurred by your Private Pilots due to adverse weather, delays or any other factor beyond our control will be for your account;
- Increased airport taxes and surcharges will be for your account;
- Demurrage in the event of adverse weather or delay which will be for your account;
- Increase in Government VAT or TAX rates will be communicated to you and will be for your account;
- VAT whilst incurring costs inside of South Africa for extra excursions will be for your account;
- Luggage transfers as per TRANSFERS AND LUGGAGE TRANSPORT- clause;
- When payment is made in foreign currency, surcharge will be at current South African Standard rate of Exchange;
- Any and all other factors which causes a severe uplift in the cost of the journey as on Confirmation of booking and is beyond our control, will be for your account but will be kept to the utmost essential and minimum and will be communicated to you immediately should knowledge about such surcharge become known to us;
- If you do not understand this clause or any of the clauses, please enquire before making a booking with Golf Air in order for our team to explain the clause to you before confirmation of booking with us.

TRANSFERS AND LUGGAGE TRANSPORT

- We have a no check-in policy regarding flights once your trip has commenced to create the most comfortable and private journey for you, as you have your own, private aircraft waiting for you after each day of golf or excursions, except if a different request is put through by you;
- Your luggage will be transported from your various lodges or hotels and loaded on to the Aircraft by the time you arrive after playing your game or enjoying your excursion for the day;

- We try our best to make road transfers as short as possible;
- Transfers by road will always be done via Third-party Suppliers and we make sure you travel in luxury and comfort;
- Some luggage transfers will be done via road through a reputable Third-party Supplier and this will always be done when luggage exceeds the Aircraft limitations as per the Luggage-clause.

YOUR RATE INCLUDES:

- Meals and local hosted Alcoholic and non-alcoholic drinks as per scheduled Itinerary hosted Meals;
- Entrance Fees to All Places of Interest as per the Itinerary;
- Excursion Fees Accompanied by Tour Guides as per the Itinerary;
- All Conservation fees at Private Reserves;
- Green Fees, half-way-house and bar facilities (Local) at the various Club houses;
- Accommodation at all destinations as per your itinerary;
- Guides on all excursions, except where expressly excluded;
- Catering on Flights as suited on time of day and as per Itinerary scheduled;
- Land Transfers as per itinerary;
- All Flights on our Chartered Aircraft as per our discretion;
- Flight Crew, Crew accommodation, Aircraft and Fuel;
- Handling of luggage and moving of luggage;
- Government tax and VAT (for group bookings) except where excluded in the above terms;
- *This is applicable to all journeys, except when expressly excluded in your journey package.*

YOUR RATE EXCLUDES:

- Memorabilia purchases;
- Laundry service;
- Luggage overweight and excess costs;
- Any Hotel mini-bar costs except where expressly provided by us;
- Any extra Hotel Room, Bar and catering costs not included in your itinerary;
- Cigar Lounge costs, except when expressly provided by us;
- Any Alcoholic Beverages not included in your Itinerary;
- Surcharges as mentioned in your SURCHARGE clause;
- Local and International telephone calls and other communication costs;
- Access to Wi-Fi, if not supplied in various locations, although almost all our locations will provide you with access to Wi-Fi;
- Any and all gifts or extras not included in Itinerary or gifted by us;
- Visas for passengers if applicable;
- Fuel surcharges;
- Government Tax and VAT for Independent Traveller Bookings (not in group format);
- International Flights;
- Travel Insurance;
- Overflight surcharges as well as surcharges for unplanned overnight stops for flight crew;
- Staff and Caddie gratuities;
- Any and all other gratuities to guides;
- Last minute alterations to confirmed itinerary as per client's request and confirmation.

WHOLE AGREEMENT

- By making a booking and confirming your booking via your Registration Form, you and agree to the Golf Air Terms and Conditions, the Customer Agreement together with the area of Jurisdiction and Indemnity clauses;
- If any clause or part of a clause in the Golf Air Terms and Conditions or Customer Agreement should be found void or non-binding by any Court of Law in South Africa, it will have no impact on the rest of the Terms and Conditions or Customer Agreement as the rest of the terms will remain binding;
- Golf Air reserves the right to amend Terms and Conditions and the Customer Agreement at any time when it deems it necessary to do so;

GOLF AIR (PTY) LTD
6 Murdock Road, La Concorde, Somerset West, 7130
Cape Town, South Africa

www.golfair.co.za
rozelle@golfair.co.za | +27 82 868 6489
ai@golfair.co.za | +27 84 847 6630



- If you do not agree with these Terms and Conditions or Customer Agreement, please refrain from making a booking with us;
- These are the Terms and Conditions and Customer Agreement as accepted by you and represents the sole understanding between You and Us, therefore no other interference from any other source, including but not limited to e-mails, sms', whatsapp-communications or verbal discussions in any form whatsoever between the parties shall modify or replace Our Terms and Conditions or Customer Agreement;
- If you do not understand this clause or do not agree with this clause, please refrain from making a booking with Golf Air or feel free to contact us to explain our Terms.



GOLF AIR



6 Murdock Road
Somerset West
Western Cape
South Africa
7130
www.golfair.co.za