

# CREDIT CARD AUTHORIZATION FORM

ATTENTION: ACCOUNTS/RESERVATIONS  
 F: 425 460 0890 E: info@africaanswers.com

RESERVATION ID#  AA AGENT:  TRAVEL DATE:

NAMES OF PASSENGERS EXACTLY AS PER PASSPORT	DATE OF BIRTH (MM/DD/YYYY)	GENDER		SEAT REQUEST Eg: Aisle, Window	MEAL REQUESTS Eg: Vegetarian, No Salt	MILEAGE NUMBER Airline & Number
		MALE	FEMALE			
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**CREDIT CARD INFORMATION**

VISA  MASTERCARD  AMEX  DISCOVER CARD

CREDIT CARD NUMBER:  EXPIRY DATE:  MM / YYYY

SECURITY CODE:  PHONE:  AREA CODE

NAME AS IT APPEARS ON CARD:

BILLING ADDRESS:  CITY:

STATE:  ZIP:  EMAIL ADDRESS:

EMERGENCY CONTACT NAME:  RELATIONSHIP:  TEL #:

I HAVE READ AND UNDERSTAND THE INFORMATION AND ACCOMPANYING TERMS & CONDITIONS. FULL TERMS & CONDITIONS ARE ATTACHED ON THIS 2 PAGE DOCUMENT.  
 I HEREBY AUTHORIZE AFRICA ANSWERS TO CHARGE MY CREDIT CARD:

AMOUNT \$  + INSURANCE \$  ACCEPT / DECLINE X PEOPLE  = TOTAL CHARGE US\$

SIGNATURE:  DATE:  MM / DD / YYYY



Authorized total represents cost of air and/or land arrangements per latest itinerary. Actual charges may be split between Africa Answers and applicable air carriers, and if so, will appear separately on your statement and possibly on different dates. Fluctuations in exchange rates may result in slight differences in total amount charged. • **Names CANNOT be changed once ticketed** – so please make sure your name matches your passport exactly. • **TRAVEL INSURANCE is strongly recommend.** Please ask your consultant for pricing.

# TERMS AND CONDITIONS

Africa Answers, LLC ("Africa Answers") facilitates the purchase by customers ("Customers") of travel related services, accommodations, transportation, entertainment, recreation and travel packages (collectively, "Travel Related Services"), which Travel Related Services are provided by providers ("Service Providers") unrelated to and having no connection to Africa Answers.

In utilizing the services of Africa Answers to book, reserve and pay for Travel Related Services, you, the customer ("Customer"), agree to be bound by these terms and conditions ("Terms & Conditions") which describe the terms and conditions by which Africa Answers will agree to provide its services to Customer.

## AGREEMENT

**Acceptance:** A deposit for a booking constitutes Customer's acceptance of these Terms & Conditions.

**Deposit:** Bookings require a minimum \$300.00 per-person deposit to hold reservations for land services. Some tours will require a larger deposit. Customer will be notified if a larger deposit is required. Deposits are NON-REFUNDABLE. In addition to the land services deposit, airline reservations (where requested) must be paid for in full and ticketed to confirm space and guarantee airfare rate. Airfare payment due dates and ticketing due dates are separate, and in addition to the initial deposit and final payment for land services.

**Deposits Air:** Airline Reservations, Airfares & Tickets: Airline regulations require that names on tickets match the passport, therefore, customer must provide a copy of each travelers passport photo page. A US\$250 per ticket change fee will apply for incorrect information due to not having copies of the passport page. Airline reservations cannot be confirmed, nor airfares guaranteed, unless Africa Answers has received payment in full and by the due date. Each fare will have different terms and conditions, please contact us to obtain specific conditions for your fare. Some fares may permit changes upon payment of change fees, penalties and possible additional fare collection. In addition to these fees, Africa Answers reserves the right to assess a US\$50 ticket re-issue for changes such as, but not limited to, name change, date or flight change and cancellation.

**Changes:** Once a deposit has been received, a US\$50 per booking change fee will apply. This fee will be waived if the total value of the booking increases. Other fees are at the discretion of the hotels, tour operators, rental car agencies and other Service Providers.

**Payment:** Before final payment is made you will receive a final invoice that has been updated to reflect any currency fluctuations. Prices are not locked in until full payment has been made.

**Cancellations:** Cancellation penalties may vary depending on the products booked. Customer cancellation before the full payment due date will incur loss of the non-refundable deposit as specified above and any charges received from suppliers. Customer cancellation on or after the full payment due date, but more than 60 days prior to departure, will incur a penalty equal to 50% of the total booking cost. Africa Answers will make no refunds for Customer cancellations made less than 45 days before departure or subsequent to travel commencement. Other cancellation fees or refunds for Customer cancellation are at the discretion of the hotels, tour operators, rental car agencies and other Service Providers with which Customer has reserved Travel Related Services. Insurance purchases are NON-REFUNDABLE.

**Air Cancellation/Change Penalties:** In addition to the above mentioned Africa Answers cancellation penalties, Airline tickets, once issued are 100% non refundable. Changes may be made depending on the fare purchased and fees will apply. These fees will be advised when the changes are requested and can vary by airline. Please note it is the passengers responsibility to provide Africa Answers with the correct full name for your airline ticket, if a ticket needs to be re-issued because Africa Answers was not given the correct information a US\$250 ticket re-issue fee will apply.

**Cancellation Fees (Land):** Cancellation fees will be levied relative to the amount of notice given (minimum per person US\$300).

**Insurance:** Travel insurance is Strongly Recommended. Travel insurance can be purchased to cover all penalties in the event Customer needs to cancel or change the Customer's travel plans. Travel insurance can provide medical and emergency assistance protection during travel, as well as provide some loss and delay coverage. Absent insurance, all hospital and medical expenses are the Customer's/traveler's responsibility and Customers/travelers will not receive any refund (total or partial) for money paid. Travel insurance is available through Africa Answers.

**Late Bookings:** Any booking made (deposit paid) within 2 weeks of departure will incur a US\$100 per booking fee. This fee is to cover the cost of expediting the confirmation of your booking and to cover the cost of FedEx shipment of the documents.

**Documents:** Provided booking is paid in full 60 days prior to departure, Africa Answers will send documents to arrive within 2 weeks of departure. Documents will be sent via email or using ground or priority mail. A US\$50 rush fee will be charged to expedite documents that require delivery earlier than 2 weeks prior to departure. Any bookings made within 7 days of departure will only receive e-documents.

**Prices:** Africa Answers quotes prices in US currency based on the exchange rates for the respective foreign currency, as of the date of the quote. Exchange rates fluctuate. Customer's exchange rate is only fixed when full payment is made, unless otherwise noted on Customer's itinerary. Any price that Africa Answers quotes is subject to change without notice until full payment is made. All prices are 'from' and seasonal surcharges and currency fluctuations apply.

**Children:** Be aware that some travel products do not allow children below a certain age. If Customer plans to travel with children, Customer must notify Africa Answers when booking and provide a clear copy of the passport page for each traveling child so Africa Answers can verify ages.

**Passports/Visas:** A passport valid for six months beyond the date of return travel is required for entry into all countries. It is important to check the visa requirements ahead of time.

**Limitation of Liability:** Africa Answers shall not be liable for any claims, losses, damages, costs, expenses, delays, sickness, injury, or loss of enjoyment, of any nature or kind whatsoever, resulting from events beyond Africa Answers' or a Service Provider's reasonable control. In no event will Africa Answers' liability exceed the total amounts Customer paid Africa Answers for Customer's travel. Africa Answers assumes no responsibility for lost tickets, documents, passes, or coupons.

**Relationship of the Parties:** Africa Answers shall be deemed to be an independent contractor for all purposes under these Terms & Conditions. Africa Answers is acting solely to facilitate the reservation and purchase of Travel Related Services and is not acting in any other capacity with either the Customers or the Service Providers, including, but not limited to, any partnership, joint venture, co-ownership, or agency relationship of any kind with any Customer or Service Provider. Africa Answers does not have any control over the quality, timing, safety or legality of any Travel Related Service actually reserved or purchased by or for a Customer. Africa Answers does not and can not control whether or not a Service Provider represents its products accurately or fulfills any agreement or obligation with any Customer.

**Disputes & Indemnity:** As Africa Answers is not involved in providing the Travel Related Services for the Customer, any and all disputes between a Customer and Service Provider are solely between that Customer and that Service Provider, and the Customer and Service Provider should handle all such disputes directly with that Customer or Service Provider. If Service Provider or Customer contacts Africa Answers relating to any dispute between the Customer or Service Provider, Africa Answers may, in its sole discretion, facilitate dispute resolution and reserves the right to take any action that Africa Answers deems appropriate under the circumstances. Customer agrees to release Africa Answers and its agents and employees from claims, demands and damages

(actual and consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes. Furthermore, Customer agrees to indemnify, defend and hold harmless Africa Answers from any liability, loss, claim and expense, including reasonable attorney's fees, arising out of or in any way connected with such disputes.

**Validity:** These Terms & Conditions are valid until further notice in writing from Africa Answers.

## SPECIAL PACKAGE PRICING

**Clients purchasing a campaign package special must adhere to the following terms and conditions:**

**Payment:** Full payment is due at time of booking your vacation. Customer will be notified if earlier payment is required. If the full payment is not paid by the stipulated date, Africa Answers reserves the right to cancel the booking(s) without further notice and without refund of deposit. Prices are not guaranteed until full payment has been made. **Packages are 100% non refundable/non changeable once paid for in full.**

**Package Pricing:** A US\$50 fee will apply if changes are made to the package before deposit.

**Cancellation:** Once paid in full, all services are NON REFUNDABLE. We strongly recommend you purchase travel insurance to offset any penalties you may incur. Insurance purchases are also NON-REFUNDABLE.

**E-Documents:** All documentation will be sent electronically within two weeks of departure. Please advise a valid email address at time of booking.

## IMPORTANT

**South African law requires travelers to have one (1) blank (unstamped) visa page in their passport to enter the country. In practice, however, travelers may need more than one page as there have been instances in the past of South African immigration officers requiring travelers to have two (2) blank pages. Travelers are advised to have two blank pages; one for the South African temporary residence permit sticker that is issued upon entry to the country, and an additional page to allow for entry and exit stamps for South Africa and other countries to be visited en route to South Africa or elsewhere in the region. Travelers without the requisite blank visa pages in their passports may be refused entry into South Africa, fined and returned to their point of origin at their own expense. South African authorities have denied diplomatic missions access to assist in these cases.**

**Note:** An airline ticket and itinerary does not guarantee you entry into a country. It is the travelers responsibility to divulge any information pertaining to, but not limited to, a criminal record, health records and all other reasons that may impede your entry into a destination. Africa Answers accepts no responsibility for inaccurate or false information.

**AFRICA ANSWERS**  
TRAVEL EXPERTS ~ AFRICA