

Dear Traveler and Guest,

Covid-19 has impacted the entire world and regardless of many opinions by various stakeholders all around the world, we as a Company in South Africa are bound by the Laws of South Africa, therefore our sincere letter to you in apologizing for any inconvenience this has caused you.

We strive for excellence. We strive to create bucket-list journeys and holidays by Private Charters via Air and Rail in a way that few ever get to view South Africa. Coronavirus has, for now, halted this. But it will not last forever and once we recover, we aim to make your dream holiday come true.

Our beautiful animals are thriving in the Kruger National Park and we really want you to put your feet onto African soil in order for you to feel South Africa's heartbeat and to be changed in a way few will ever understand.

May you visit us soon and know that we will take every and all precautions to keep you safe, comfortable and make your journey magical! @golf\_air\_safari

**FOR FORMAL INFORMATION REGARDING COVID-19:**

Be sure to check the **World Health Organization (WHO) coronavirus situation reports** and your government's own site for daily updates, and to plan your travel accordingly.

**Local SA Government Advice site:**

- **Latest COVID-19 updates here:** [www.dirco.gov.za/consular/corona\\_virus.html](http://www.dirco.gov.za/consular/corona_virus.html)

**Please Contact your Consulate or Embassy should you need help during this period of lockdown**

There will be consulate or embassy for your country of citizenship in most countries globally. If, for example, you are from Switzerland and you are currently in South Africa, then use any search engine to search 'Swiss consulate in South Africa' or 'Swiss embassy in South Africa'.

Herewith also a list of Government travel sites: -

#### **List of government advice sites:**

- UK: <https://www.gov.uk/foreign-travel-advice>
- USA: <https://travel.state.gov>
- AU: <https://www.smartraveller.gov.au>
- NZ: <https://www.safetravel.govt.nz/>
- ZA: [https://www.dfa.gov.za/consular/travel\\_advice.htm](https://www.dfa.gov.za/consular/travel_advice.htm)
- DE: [https://www.auswaertiges-  
amt.de/sid\\_AF0AF51E09090C47CEFBCF92737C4D64/DE/Aussenpolitik/Laender/Laend  
er\\_Uebersicht\\_node.html](https://www.auswaertiges-amt.de/sid_AF0AF51E09090C47CEFBCF92737C4D64/DE/Aussenpolitik/Laender/Laender_Uebersicht_node.html)
- AT: <https://www.bmeia.gv.at/reise-aufenthalt/reiseinformation/laender/>
- CH: <https://www.eda.admin.ch/eda/de/home/vertretungen-und-reisehinweise.html>
- FR: <https://www.diplomatie.gouv.fr/fr/>

#### **LIST OF ALL COUNTRIES AND TRAVEL RESTRICTIONS IMPOSED**

[https://www.iatatravelcentre.com/international-travel-document-  
news/1580226297.htm](https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm)

#### **ADVICE IN TERMS OF WHO:**

[https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-  
public](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public)

Also please bite the following Terms and Conditions together with those on the site:

#### **OUR AGREEMENT WITH YOU**

We are GOLF AIR (PTY) LTD and our Agreement with you sets out what you are legally entitled to expect from and your obligations to us together with ours toward you (as an entity or individual).

We sell/provide a service on behalf of Airlines, wholesale companies and other service providers including, but not limited to accommodation and transportation services (Third Party Suppliers). You should make sure that you understand our terms and conditions which apply to your particular arrangements in addition to our

general Terms and Conditions (the Website Terms and Conditions and the Golf Air Terms and Conditions) and that you have no misapprehension about the content, the services and your obligations. If you do have any queries or questions, you are always free to ask, as many of our customers have and it usually is explained quite plainly, as is required.

We've always made the Third Party Suppliers' Terms and Conditions available to you via the information link you receive from us, therefore you also have the details of those suppliers, should you have any questions. Once you start dealing with us, whether or not you ultimately place any booking with us, you will be deemed to have read, understood and agree to be bound by our terms and conditions, and terms and conditions of the relevant Third Party Suppliers.

## **OUR RESPONSIBILITY FOR YOUR ARRANGEMENTS**

We have taken all reasonable care to make sure that all the services and providers that make up your journey will still be possible and will move forward, whether it be in 2020/ 2021. Should there be any changes, you will be notified. We will always strive for excellence in the sense that we will do our utmost best to deliver the exact product/equal to that of what you signed up for.

We will keep on doing this and regardless of any type of unknown disaster in the future, except if totally rendered impossible. Coronavirus has waged war on worldwide travel in 2020 and Countries imposed travel bans. Regardless, we are moving forward with plans for your travel experience and we aim to make these bucket-list holidays of note.

Please take note that overseas safety standards may be lower than in South Africa.

In circumstances where liability of Golf Air (Pty) Ltd. cannot be excluded, such liability is limited to the value of the purchased travel arrangements less the travel insurance payments.

Golf Air (Pty) Ltd. reserves the right to decline to provide services to any individual, legal entity, group or party of travellers.

## YOUR TRAVEL BOOKING

When you make a booking:

- (a) you guarantee that you have the authority to accept and do accept for yourself and on behalf of your party the Terms and Conditions, and any terms and conditions imposed by Third Party Suppliers;
- (b) it is your responsibility to ensure that all of the details on your travel documents are correct and that the names in your travel documents must be exactly the same as they appear in the guests' valid passport;
- (c) you enter into a legally binding contract to acquire the relevant travel or travel related products and/or services and advice from Golf Air (Pty) Ltd. and the Third Party Suppliers, which contract comprises the Golf Air (Pty) Ltd. booking confirmation, your itinerary prepared and provided by Golf Air (Pty) Ltd., the Golf Air (Pty) Ltd. Terms And Conditions and the Terms and Conditions of the relevant Third Party Suppliers;
- (d) if you make a booking on behalf of someone, you warrant that you have the authority to accept and do accept on behalf of that person and agree to be bound by the GOLF AIR (PTY) LTD TERMS AND CONDITIONS and the relevant Third Party Suppliers' terms and conditions.

Our role is to assist you to plan your travel arrangements, facilitate your bookings, to provide advice, to prepare your itinerary and to arrange payments and to stay in contact with you whilst being in South Africa via our unique hosting service.

## DEPOSITS AND PAYMENT

Once you've made a deposit, and confirmed your booking with payment, you've committed to traveling with us. Once the deposit is paid, any changes to your itinerary will incur change penalties or loss of deposit. The deposit is non-refundable as per our normal Terms and Conditions.

Golf Air (Pty) Ltd works together with their clients and will advise you of the date that full payment is required. All advertised prices are shown as 'from prices' and we reserve the right to alter the prices for your journeys shown in your information link, but will try our best not have any surcharges, as again mentioned in our general Terms and Conditions as this is a real reality regarding Private Aviation. You will be advised of the current price of the holiday that you wish to book before your booking is confirmed. Additional deposits or full payment for certain travel arrangements may also be required by Third Party Suppliers (for example: upgrades etc.). Failure to make payment in full by the due date may result in the forfeiture of any deposit paid/cancellation of said upgrade/booking.

After committing payment to your third party suppliers, the conditions of the contract with your Third Party Supplier may permit them to increase the cost of your arrangements. We will pass any such increase on to you.

## **CANCELLATIONS AND CHANGES**

Your contract with Third Party Suppliers via Golf Air (Pty) Ltd. may allow suppliers to cancel or amend bookings. We will ensure that you are promptly notified of any significant changes, and any surcharges imposed.

If a significant change is required to be made by Golf Air (Pty) Ltd to your booking, we will inform you immediately if there is time before your departure. This will only be because of a severe situation beyond our control which will be discussed below and as outlined in our terms and conditions as well.

These may include (but are not limited to) the following changes:

- 1) a change of accommodation;
- 2) a change of departure airport;
- 3) a change of supplier;
- 4) a change in time of your departure or return flights in South Africa;

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## **CHANGES BEYOND OUR CONTROL.**

Golf Air can't be held accountable if a significant change is made for reasons beyond our control.

These include (but are not limited to): force majeure, war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, pandemics, health risks, and changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, travel bans, hurricanes and other actual or potential severe weather conditions, and any other similar events.

Also note that Golf Air (Pty) Ltd has no control over the airline schedule changes in terms of your International Travel and accepts no liability for costs which may arise as a result of such changes.

After you have left South Africa, it is your responsibility to check with the airline that any onward or connecting flights (whether local or international) you have confirmed are operating as booked. We strongly recommend that you contact your airline at least 72 hours before the scheduled departure of each flight to do this.

## **YOUR AGREEMENT WITH US**

You also consent to our processing personal information about you and other members of your party. We and the Third Party Suppliers may disclose your personal information to others where directly connected with facilitating your travel arrangements and bookings and the provision of travel services and products. For example, we may disclose your personal information to airlines, hotels, car rental companies and other service providers in facilitating your travel arrangements. ['Personal Information' means the term as defined in the Protection of Personal Information Act, Act 4 of 2013 {'POPI'} and includes 'Special Personal Information' as defined in POPI. The term 'processing' is also used as defined in POPI] which is in line with the GDPR regulations.

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## INSURANCE

Please note that Comprehensive Travel, medical and Cancellation insurance is Compulsory. You'll usually find this on your journey information again together with recommended Insurance Companies.

## IF YOU CHANGE YOUR BOOKING

If you wish to change your booking and such a change is permitted and possible, we will not impose a fee. Our suppliers might impose a fee if you acted on behalf of someone as an entity with said authority and did not notify us of said change because changes to name details and other service providers or third party suppliers might not be allowed and any surcharge imposed regarding this, will be for your account.

## IF YOU CANCEL YOUR BOOKING

If you cancel your booking, the cancellation terms and conditions of Third Party Suppliers will apply in addition to the Golf Air (Pty) Ltd. cancellation fees outlined on your itinerary. booking confirmation and journey link.

We need to receive from you written notification of cancellation. If you decide to cancel arrangements before the balance due date, any deposits paid are non-refundable and non-transferable. If the reason for your cancellation is covered under the terms of your travel insurance policy, you may be able to reclaim your cancellation charges through your insurer.

Thank you for your time,

Golf Air