



WORLD
LEISURE
HOLIDAYS

Good day

Thank you for the interest you have shown in World Leisure Holidays and our products.

To process a new reservation with World Leisure Holidays, we require the attached documents to be completed in order for us to be able to list you as a commission earning agent.

Please note, that this application is subject to Management approval. Once you have completed the forms, kindly sign, scan and email, with all required attachments to:

Email: brendam@wlh.co.za

As soon as the application has been approved, we will advise you of your business partner number as well as register you for our IBE (internet booking engine)

We also enclose a copy of our standard terms and conditions as well as a credit card authorisation payment form. Please familiarise yourself with these and initial the copies and include with application forms that you send back to us. Should you have any questions or require any additional information, please do not hesitate to contact us on +27 (0) 11 285 2500.

Your contact details will also be listed on our database so that you receive our updated specials and product information updates.

We look forward to receiving your first reservation at one of our amazing resorts.

Best wishes

Brenda Mitchell
Head of Sales

Mauritius Maldives Mozambique Zanzibar Seychelles Reunion



FOR OFFICE USE

Date Received:
Approved by:
Structure:

New Agency Application Form

Attention: World Leisure Holidays

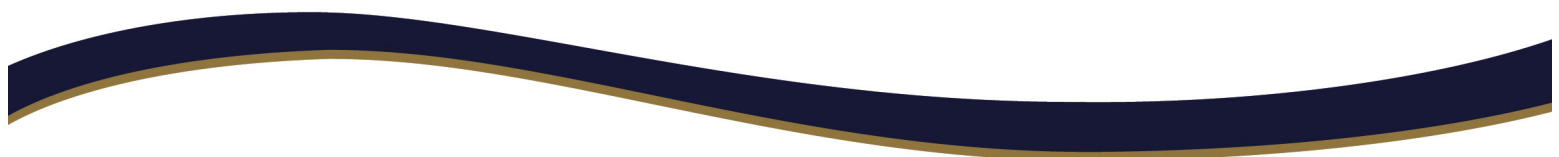
Fax No: (011) 285 2400

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The following must accompany this signed and completed forms:

- *Letterhead/Agency Stamp (if available).*
- *Tour Operator References.*
- *Signature.*
- *Copy of Identity documents of Directors or owner.*
- *Company Registration Certificate.*
- *Initialed copy of Terms & Conditions.*
- *Credit Card Authorization Form.*
- *Confirmation of business bank account from relevant financial institution.*

New booking number	
Name of company	
Full trading name of Travel Agency	
Inbound/Outbound/MICE	
Consortium membership (if applicable)	
Organization Memberships & membership no e.g. ASATA (if applicable)	
Registered owner – full name	
Registered owner - ID number	
IATA number (if applicable)	
Docex address	
Postal address	
Physical address	
Telephone number	
Fax number	





Email address	
Website address	
VAT registration number	
Company registration number	
Bank	
Branch code	
Bank account number	
Name of account holder	
Tour Operator references and telephone numbers	1.
	2.

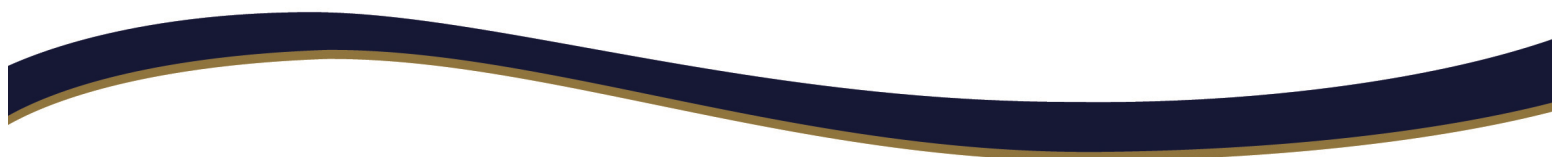
Managers and Consultants details including designations and birthdays

Name	Designation	Email	Birthday

I hereby enclose a copy of our company letterhead and confirm that the information supplied above is true and correct:

NAME : _____
OWNER/MANAGER

SIGNATURE : _____





STANDARD TERMS AND CONDITIONS

1. Transport

All tours sold by World Leisure Holidays begin and end in Johannesburg unless the itinerary (as detailed in the invoice) says otherwise.

2. Reservations

Reservations will only be processed once we have received a booking form and a signed copy of our Terms and Conditions from you. Nevertheless, even if we do not receive a signed copy back you will be deemed to have read, accepted and clarified any misunderstandings and agree to be bound by these Terms and Conditions.

Please pay for tours as stipulated below

- **Travel outside peak periods: (18 January to 30 November)**

You will need to pay a **non-refundable, non-transferable deposit of 25% of your total tour price within 10 days** of making your reservation. The balance to be paid 90 days prior to departure date. For all reservations with published airfares, immediate deposit payment within 24 hours will be required. Any tours commencing within 14 days of booking date will require full payment.

- **Travel during peak periods: (1 Dec to 17 January)**

You will need to pay a **non-refundable, non-transferable deposit of 50% of your total tour price within 10 days** of making your reservation. The balance to be paid 90 days prior to departure date. For all reservations with published airfares, immediate deposit payment within 24 hours will be required. Any tours commencing within 14 days of booking date will require full payment.

- **Travel to destinations costed in Euro/USD/GBP:**

Full payment of the reservation is required within 24 hours to avoid currency devaluation which could negatively impact the total package price. All bookings not paid within the 24 hour period will be re-costed and any differences will be borne by the customer.

We have the right to cancel your reservation if we do not receive your total fare by the relevant due date. If this happens, the cancellation clause below will apply and any deposit we have received will be applied against the new amount due.

Reservations only become firm bookings when our office confirms that we have received your deposit.

3. Tour Prices

Prices shown are correct when quoted and are calculated using the estimated exchange rate **as advised by commercial banks at time of quoting** and fares on that particular day.

But final prices are only calculated on the day that we receive final payment. **Once you have paid in full there will be no change and the price paid is guaranteed.**

We reserve the right to change tour prices, and will use our best endeavor to notify you if there is an increase in airfares, air fuel surcharges, airline taxes or any currency and / or price adjustments, up until the day you leave. **Prices will include taxes, surcharges and levies BUT these charges will as far as possible be reflected as a separate item(s) as these amounts are levied by third parties, and therefore beyond our control.**

All holiday prices are quoted in SA Rand and are subject to currency fluctuations.

The actual SA Rand price will be valid for the period stated in the quotation e.g. 24 hours, provided full payment is received by the date stated on our invoice. Please check with our consultant the final amount reflected in our invoice prior to making payment.

4. Exclusions

Tour prices do not include airport or tourist taxes, costs of getting passports, visas, telephone calls, laundry, entertainment arrangements, lunches and drinks, or any other costs you may incur (unless these have been specified in your itinerary), as well as personal items.

5. Hotels

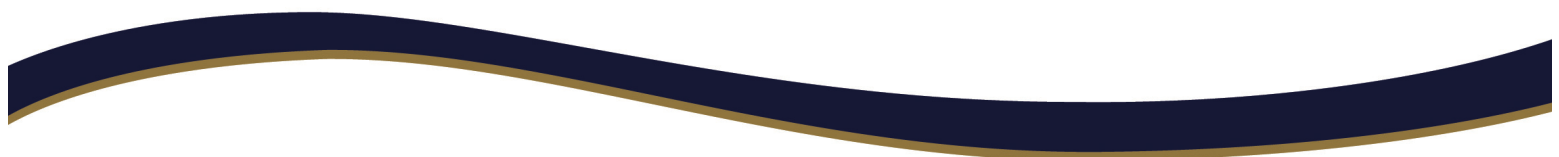
World Leisure Holidays and our agents have the right to substitute hotels with a similar category of hotel or to upgrade to a higher category at no extra cost to you, if we need to. We will try to give you as much notice as possible,

Hotels have the right to close their facilities without notice, if they face operational issues. Such, facilities and amenities may change without notice.

6. Cancellations

In line with procedures followed by global tour operators, we may identify exceptional circumstances in which we need to cancel a tour prior to departure.

If this happens, all amounts received for the booking, including the deposit, will be refunded to you. This will be considered full and final settlement of any liability of any kind, however it may arise, relating to the cancellation.





Under normal circumstances, all deposits are non-refundable / non-transferable.

If you or your agent cancels a trip, these cancellation fees apply, over and above the deposit. For air-tickets please refer to clause 16.

Travel during peak periods (Easter and December/Early January):

- Cancellation received within 12 weeks of departure: 100% of tour price
- Cancellation received more than 12 weeks before departure: 50% of tour price

Travel outside peak periods:

- Cancellation received within 2 weeks of departure: 100% of tour price
- Cancellation received 2-4 weeks before departure: 50% of total tour price
- Cancellation received 4-8 weeks before departure: 25% of total tour price

In all circumstances you will be liable for the difference between the above amount and any deposits we have received.

7. Insurance

World Leisure Holidays offers travel insurance for all South African passport holders or foreign passport holders with a valid South African resident stamp. Bryte underwrites this insurance. For more information about this insurance policy, contact us.

Insurance is not compulsory but essential and we strongly recommend that you be adequately covered by appropriate travel insurance. We will accept no liability before/after travel if you do not purchase insurance.

8. Special Requests

If you have special requests, please tell us about these when you book. We will make every effort to satisfy these, but we can make no guarantees.

9. Amendments

An amendment fee of R150 applies to each change that you make to a confirmed reservation.

Amendments made within 6 weeks of departure if you are traveling outside peak season, and within 12 weeks of departure if you are traveling during peak season, may attract the cancellation fees mentioned in Clause 6, as well as the above amendment fee.

Also, a cancellation fee on the air portion of your tour may apply if you request changes after your ticket has been issued by the airline. This penalty can be as high as 100%. Such changes include, but are not limited to, changes due to the incorrect spelling of your name.

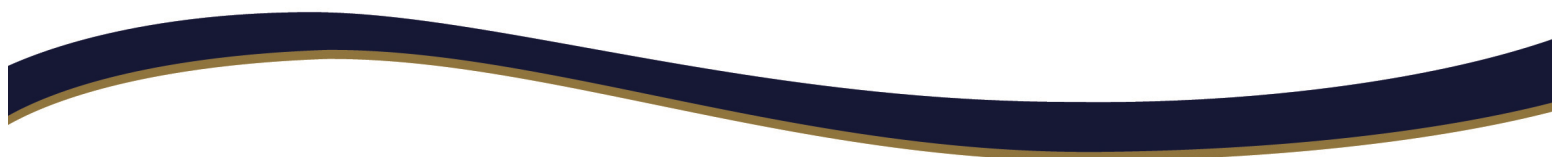
Passengers coming from other centres in South Africa may join a tour if they pay the applicable add-on airfares. Once tickets are issued, they cannot be changed and are non-endorsable.

10. Late Bookings

Reservations made within 21 days of departure must be paid for in full before service/s can be requested and/or confirmed. If the requested service/s is unavailable, we will refund the full amount.

11. Delays

World Leisure Holidays cannot be held responsible for any delays before departure, or during the course of our tours, if these are caused by technical difficulties at airports or by airlines, strikes, weather conditions or any other circumstances that are beyond our control.





12. Force Majeure (“Superior Force”)

World Leisure Holidays will not be held responsible, or pay any compensation, if the performance of our contractual obligations is affected, cancelled, **delayed** or otherwise impacted upon by Force Majeure.

The latter includes, but is not limited to, **unforeseen circumstances**, war, threat of war, riot, civil or political unrest, terrorist activity, industrial dispute, natural or nuclear disaster, bad weather conditions, closure of airports, air traffic control delays, **rescheduling of flights, hotels or airlines overbooking** and technical problems.

We will refund all monies except cancellation fees levied by airlines and other third parties. Any decision made in respect of tour services by independent operators to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the service provider and we shall not be liable for any claim whatsoever arising from such events. We will nevertheless use our best endeavors to obtain a refund or replace the holiday - always remembering we are at the mercy of the supplier.

13. Unused Services

No refunds will be paid for unused services, whether or not these are part of the basic package, and whether or not they are pre-booked optional arrangements.

14. Documentation

It is your responsibility to ensure that you, and anyone traveling with you, have the correct documentation before you depart. This includes, but is not limited to, passports, visas, health certificates and inoculation certificates.

World Leisure Holidays is not responsible for any consequences that may arise if you fail to comply with the necessary health / passport / visa / re-entry permit requirements. Passports must be valid for at least 6 months after your return. Please note that all travel documents, including domestic air tickets, must reflect the exact name and surname of the passenger, as reflected in the passport or identity document. You may also be asked to present the credit card you used to pay for your ticket.

It is important to check the information in ALL your travel documentation IMMEDIATELY upon receipt to ensure that all details are exactly as you requested

15. Reconfirmation

Please remember to reconfirm all flight reservations, including domestic connecting flight times, with the airline at least 72 hours before you depart. If you do not, your reservation may be cancelled or you may be inconvenienced by airline-initiated amendments.

16. Responsibility Clause

World Leisure Holidays and our associated companies and agents, act as agents **and facilitators** for carriers and ground operators. **World Leisure Holidays as such does not own, manage or operate aircraft, transport or hotels and merely facilitates your access to and use of such facilities**

The condition for this is that we not be held liable for any injury, damage, loss, accident, delay or other irregularity that may happen due to ground operators' defect/s, other than liability in terms of section 61 (1) of the Consumer Protection Act (CPA). This may occur in any vehicle or other form of carriage or by error by any company or person engaged in conveying a passenger, while carrying out a tour or participating in any activity. We do however acknowledge that we may be held liable for injury or death due to our error or omission.

The airlines concerned cannot be held responsible for any act, omission or event while you are not on board the aircraft. The passenger tickets issued by the airline are the sole contract between the airline and the person who bought those tickets. These tours may be sold in conjunction with the services of any IATA airline.

We act only as an agent for the owners, contractors and suppliers of transportation and/or other related travel services provided and assumes no responsibility for the loss or damage to baggage or property or for any injury, illness or death or for any damages or claims whatsoever caused directly or indirectly from accidents, loss or damage to person or property, delays, transport, failure, strikes, wars and uprisings or acts of God over which we have no control.

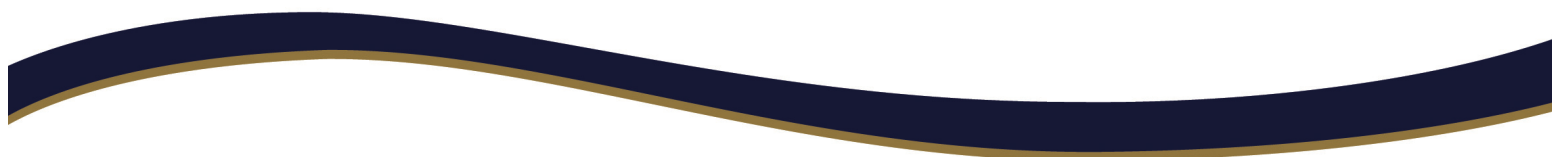
AIR TICKETS – These tickets are linked to contracts ('Air T&C') are very complex and can entail very strict requirements regarding change, airport and departure taxes and cancellation provisions and you MUST enquire about ALL the applicable conditions BEFORE you pay for the ticket. You should also take note that if your flight/itinerary consists of more than one flight/coupon/ticket, you are not allowed to use such tickets/coupons out of sequence or to 'skip' one (& e.g. opt for train, bus or car transport) as this will VOID the entire balance of the journey/itinerary. 'No-shows' may result in the ticket being voided and/or the Client being charged a cancellation fee. Note that the Air T&C shall constitute the sole contract between the airline and the Client and any right of recourse the Client may have, will be solely against the airline in terms of the Air T&C. Your rights of recourse as a consequence of over-booking are prescribed by the CPA. Loyalty programs are governed by strict rules of which the Client must be aware and retention of boarding passes and other documentation pertaining to such programs is the sole responsibility of the Client. Consult the Travel Agent about refunds for unused tickets as strict rules apply

17. Car Hire

If you intend to hire car while visiting a foreign country, please ensure that you have valid driver's license and get an international driving permit.

18. Hotel Check-In/Check-Out

Check-in is usually after 3pm (this may be delayed during peak season) and check-out is usually before 11am. To avoid inconvenience, please confirm these times with the specific hotel.





19. Method of Payment

World Leisure Holidays will accept payment in cash, electronic funds transfer or by credit card, provided that the relevant credit criteria are met.

20. Unscheduled extensions

It is understood that any expenses relating to these unscheduled extensions will be for the passengers account. Any loss due to delays may not be refundable. Passengers must refer to their respective travel insurance purchased.(Wholesaler) will at all times endeavor to assist you in the event of any emergency but do not guarantee the outcome

21. General

This document, together with World Leisure Holidays' invoice / itinerary, is the sole record of the agreement between us. Neither World Leisure Holidays nor you, the passenger, will be bound by any representation, warranty, and promise or amendments that are not recorded in this document, in any of our brochures, on our website or as stipulated by the CPA.

No addition to these Standard Terms and Conditions will apply unless they are in writing and have been signed by an authorized representative of World Leisure Holidays.

No indulgence that World Leisure Holidays may grant to you, the passenger, will waive any of our rights. All costs and disbursements, including legal costs incurred by World Leisure Holidays in recovering damages and or payments, will be for your account.

22. Queries

If you have any reason to complain, or if you experience any problems with your holiday, please inform the supplier of the services or inform us immediately, to enable us to resolve the problem for you.

We need to receive your complaint in writing, via an email sent to customerservices@wlh.co.za. If you do not give us the opportunity to resolve a problem when it occurs, your right to claim compensation may be reduced or evoked. We will make every effort to resolve your complaint in a way that satisfies you, but we will not accept liability for any claim.

23. Law & Jurisdiction

South African law and the jurisdiction of South African courts will govern the relationship between the Client and the Company The Company shall be entitled to institute any legal proceedings arising out of or in connection with this contract in any Magistrates Court having jurisdiction in terms of Section 28 of the Magistrates Court Act no. 32/1944 as amended, notwithstanding that the amount in issue may exceed the limits of such jurisdiction

24. ASATA


World Leisure Holidays is a member of ASATA (Association of South African Travel Agents) and as such ascribes to and abides by its constitution and code of conduct

Dear Client,

Your acceptance of our quote and our confirmation means that:

- (1) our terms and conditions ('the WLH T&C') have been made available to you in hard copy or via our website (www.wlh.co.za);
- (2) you have read, understand, discussed any misapprehension(s) with a WLH consultant and that if you had any such misapprehension it has been explained to your satisfaction,
- (3) onerous clauses have been brought to your attention, abnormal and dangerous risks have been explained to you and
- (4) you agree to be bound by the WLH Terms and Conditions.

Signed aton this day of20





Credit Card Authorisation

This authorisation form serves to confirm that I, _____ (full name of card holder) hereby grant

World Leisure Holidays / Airline authority to debit my Credit Card with the amount of R_____.

To avoid duplicate debits please do not obtain any prior approval codes. World Leisure Holidays will obtain all relevant approval codes on the card holder's behalf.

Booking Number:						
Credit Card Type e.g. Master/Visa:						
Credit Card Number:						
Security Code: (Last 3 Digits On Back Of Card)						
Expiry Date:						
Name On Card:						
I.D. Number / Passport Number:						
Date of Birth:						
Budget Or Straight:		6	12	18	24	36
Signature Of Cardholder						
Physical Address:						
Postal Address:						
Contact Telephone Number (Home - not cell):						
Contact Telephone Number (work):						
E-mail address:						

Please ensure that the above is completed in full and that all information provided matches the information on the banks records.

In an effort to combat fraudulent use of your credit card, the following must accompany this Credit Card Authorisation form:

- Original validated and signed Credit Card Charge Form (C.C.C.F) or a clear signed imprint of the credit card with the amount reflected
- A copy of the front and back of the Credit Card
- A copy of the Card Holders Identity Document (ID)

Please note that this transaction cannot be processed without all the requirements as listed above.

