Nalediq Travel Booking Terms and Conditions

Introduction

These Terms and Conditions govern all travel bookings made through Nalediq Travel ("the Agency", "we", "our", "us").
By making a booking, engaging with us for travel arrangements, or accepting a quotation or itinerary, you ("the Client", "you", "your") agree to be bound by these Terms, as well as the terms and conditions of the relevant third-party travel service providers ("Third-Party Providers").
To the extent of any inconsistency, the Third-Party Provider's terms and conditions will prevail.

Our Role as Agent

Nalediq Travel acts only as an intermediary. We sell, arrange, and facilitate travel products and services provided by independent Third-Party Providers, including airlines, hotels, tour operators, cruise lines, car rental companies, and other suppliers.
Your contract for the actual provision of travel services exists directly between you and the relevant Third-Party Provider. We make no guarantee regarding the standard or performance of their services.
Any remedy or claim in respect of failure, loss, or default lies exclusively against the Third-Party Provider, unless otherwise provided by law.

Bookings and Agreement

By making a booking with us, you confirm that:
you have read and understood these Terms and the Third-Party Provider's terms,
you have the authority to accept these Terms on behalf of yourself and any members of your travelling party, and all persons in the booking are bound by these Terms.

If you make a booking on behalf of others, you warrant that you are authorised to act for them and accept responsibility for ensuring compliance with these Terms.

Accuracy of Information

You are solely responsible for providing accurate personal information (including full names exactly as per passports, travel dates, and contact details).
You must check all booking confirmations and travel documents immediately upon receipt. Any errors or discrepancies must be reported to us by 16h00 on the same business day. If no notification is received, the documents will be deemed correct.
We accept no liability for costs arising from incorrect or incomplete information supplied by you.

Payments and Pricing

Prices quoted are subject to change without notice until full payment is received and confirmed.
Deposits may be required to secure bookings, and such deposits are generally non-refundable. Failure to pay the balance by the stipulated due date may result in cancellation and forfeiture of deposits or part-payments.

Third-Party Providers may impose additional surcharges (including, but not limited to, fuel, tax, currency, tourism or security charges) even after full payment. Any such increases are for your account.
Payments are accepted via approved electronic methods only. Cash or cheque payments will not be accepted.

Documentation
Travel documents will only be issued once full payment has been received.
Documents are generally provided electronically; requests for hard copies may attract an administration fee.
Travel documents are valuable items and should be treated with care. Replacement in the event of loss, theft, or damage may not be possible and will be subject to the Third-Party Provider's rules.

Cancellations, Refunds and Changes
All cancellations, refunds, or amendments are governed by the applicable Third-Party Provider's policies.
Refunds are only possible if offered by the relevant provider. Where refunds are processed, we reserve the right to charge a service or administration fee as specified on your itinerary.
In some cases, Third-Party Providers may offer travel credits or vouchers instead of cash refunds. Nalediq Travel is only able to pass these on to you; further claims must be directed at the Third-Party Provider.
Changes (including but not limited to date, routing, accommodation, or name changes) may incur fees charged by both the provider and Nalediq Travel. Name changes are often treated as cancellations by airlines.
Failure to arrive for a confirmed service (a "no-show") may result in the loss of the entire booking without refund.
It remains your sole responsibility to verify directly with the airline that any onward or connecting flights (domestic or international) after departing from your original destination will operate as scheduled. We strongly advise that you confirm such flights with the airline no later than 72 hours prior to each scheduled departure and complete your online check-in 24-48hrs prior to departure.

Force Majeure and Provider Defaults
We will not be liable for any loss, cost, or damage arising from events beyond our control, including but not limited to war, civil unrest, terrorism, natural disasters, pandemics, industrial action, airline schedule changes, border closures, or government regulations.
We cannot guarantee the financial stability of Third-Party Providers and accept no liability in the event of their insolvency or default.

Complaints Procedure
Any issue with travel services must be reported immediately to the relevant Third-Party Provider. If unresolved, you must notify Nalediq Travel as soon as reasonably possible so that we may assist.
Failure to notify us during travel may prejudice our ability to assist and may limit or extinguish any claim.

Client Responsibilities

You are solely responsible for:

obtaining valid passports, visas, and transit documents,

ensuring compliance with all immigration, health, vaccination, and customs requirements,

checking airline baggage policies and paying any excess charges,

ensuring minors comply with South African immigration requirements (including unabridged birth certificates and parental consent where required),

providing accurate contact information so that you may be reached for urgent updates.

We accept no responsibility if you are denied boarding or entry due to inadequate documentation.

completing your online check-in no earlier than 48 hours and no later than 24 hours prior to each scheduled flight.

Insurance

We strongly recommend that you obtain comprehensive travel insurance covering cancellation, curtailment, medical expenses, lost luggage, accidents, and any other risks.

It is your responsibility to ensure adequate cover is in place. If you decline insurance, you travel entirely at your own risk.

Data Protection and Privacy

By booking through Nalediq Travel, you consent to the collection, use, and disclosure of your personal information to Third-Party Providers and other parties as necessary to facilitate your travel arrangements.

We process personal information in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA").

Liability and Limitations

Nalediq Travel is not liable for the acts, omissions, negligence, or defaults of Third-Party Providers or any losses resulting therefrom.

To the maximum extent permitted by law, our liability is limited to the total value of the booking made with us. We are not liable for indirect, consequential, or incidental damages.

We reserve the right to decline services to any person or party at our sole discretion.

Governing Law

These Terms are governed by the laws of the Republic of South Africa, and any disputes will fall under the exclusive jurisdiction of South African courts.

Acceptance

By engaging with Nalediq Travel or making a booking, you acknowledge that you have read, understood, and accepted these Terms, as well as the applicable Third-Party Provider's terms and conditions.