

ULTIMATE ROUTES AFRICA (PTY) LTD

TERMS & CONDITIONS

1. Introduction

Ultimate Routes Africa (Pty) Ltd (“Ultimate Routes”, “we”, “us”, or “our”) is a private company duly incorporated in accordance with the laws of South Africa (Registration Number: 2014/236679/07) and a registered member of the Southern Africa Tourism Services Association (SATSA), membership number 2701.

These Terms & Conditions govern the relationship between Ultimate Routes and you (“the Client”). They set out what you may reasonably expect from us and your obligations in return when making use of our services.

Ultimate Routes is a boutique travel service specialising in route design, itinerary planning, and the booking of accommodation, activities, and third-party vehicle hire for self-drive travel throughout Southern Africa.

By accepting a quotation or making payment to Ultimate Routes, you confirm that you have read, understood, and agreed to these Terms & Conditions.

2. Our Role as Agent

Ultimate Routes acts solely as an intermediary and booking agent between the Client and independent third-party service providers, including but not limited to accommodation establishments, activity operators, national parks, and vehicle rental companies (“Third Party Suppliers”).

We do not own, control, or operate any of the services provided by Third Party Suppliers and therefore cannot be held responsible for their acts or omissions.

All services are subject to the terms and conditions of the relevant Third Party Suppliers, which form part of your contract with us. In the event of any conflict between our Terms & Conditions and those of a Third Party Supplier, the supplier’s terms shall prevail, except where deemed unenforceable by applicable law.

3. Booking Process

3.1 Onboarding – Route Design & Review Fee

Our Route Design & Review Fee is R550 per route. Creating your self-drive journey takes time, expertise, and care. The process includes personalised route design or review based on your ideas, plus a chance to discuss and fine-tune your itinerary with an expert before we proceed with booking your trip.

This fee is only payable if your trip does not move forward to the booking stage.

If you confirm your trip and we proceed with bookings, the fee is waived — making it an investment in your personalised planning process.

3.2 Booking & Quotation

A dedicated booking consultant will prepare a detailed quotation and make provisional reservations with relevant Third Party Suppliers.

A comprehensive Route Brochure and quotation will be issued. Bookings are confirmed upon receipt of the required deposit payment.

4. Payment Terms

4.1 Deposits and Balances

- A deposit of **70%** of the total booking value is required within **7 days** of acceptance of the quotation.
- The balance of **30%** is due **90 days prior to travel**.
- For bookings made within **90 days of travel**, full payment is required upon confirmation.
- Certain Third Party Suppliers (including national parks in Botswana and Zimbabwe) may require **100% non-refundable payment** at the time of booking.

Failure to make payment by the due date may result in cancellation of your booking and forfeiture of any amounts already paid.

4.2 Pricing

All prices are subject to availability, exchange rate fluctuations, and changes imposed by Third Party Suppliers.

Quotations are based on current supplier rates and may change prior to confirmation. Any increases in supplier costs will be for the Client's account.

4.3 Payment Methods not accepted

Cash or cheque payments.

- Should such payments be made, all associated bank and processing fees will be for the Client's account and duly charged back to the client if such fees are deducted from our received totals.

5. Travel Documentation

Travel documents, including itineraries and vouchers, will be issued once full payment has been received.

Documents are typically provided electronically approximately **3 months prior to travel**. Hard copy documents may be issued upon request and may incur an additional administration fee.

All travel documents are non-transferable and must be safeguarded by the Client.

6. Amendments and Postponements

Any amendments requested after confirmation will be treated as a new booking request and may incur additional fees.

Postponements:

- Will attract a new booking fee
- May be subject to revised rates and additional bank charges
- Are subject to Third Party Supplier approval
- May still incur partial cancellation fees

New travel dates must be provided at the time of the postponement request.

7. Cancellations & Refunds

All cancellations must be submitted by email.

Ultimate Routes strongly urges clients to request a postponement over a cancellation.

7.1 Ultimate Routes Cancellation Fees

- **More than 3 months prior to travel:**
50% of our service margin (agent fee), plus all bank charges, will be retained
- **3 months or less prior to travel (including after travel start date):**
100% of our service margin (agent fee), plus all bank charges, will be retained

7.2 Additional Supplier Fees

Cancellation fees charged by third-party suppliers will apply in addition to the above. Please note that certain suppliers may enforce stricter cancellation terms than Ultimate Routes. In such cases, any credit for the client will be limited to the amount recovered from the relevant supplier.

National park fees are strictly non-refundable and, in most cases, non-transferable.

7.3 Refunds and Credit

Refunds or sales credits will only be processed once funds or credits have been received from Third Party Suppliers.

Sales credit is a preferred method of regaining cancelled booking value – we keep a sales credit applied to a clients' next Ultimate Routes invoice.

Refunds will be paid into a South African bank account. International refunds may be processed via Wise or similar platforms, with applicable fees deducted.

All bank and transaction fees are non-refundable.

8. Force Majeure (Events Beyond Our Control)

We shall not be liable for any failure or delay in performance resulting from events beyond our reasonable control, including but not limited to:

War, civil unrest, riots, terrorist activity, natural disasters, epidemics, pandemics, industrial disputes, weather conditions, or changes to transport services.

In such cases, refunds or credits will be subject strictly to Third Party Supplier policies.

9. Liability and Risk

Ultimate Routes acts solely as a booking agent and shall not be liable for any loss, damage, injury, delay, or inconvenience arising from the acts or omissions of Third Party Suppliers.

All travel arrangements are made at the Client's own risk.

To the fullest extent permitted by law:

- We exclude liability for indirect or consequential losses
- We do not guarantee the standard or availability of Third Party services

Nothing in these Terms excludes liability for death or personal injury caused by our negligence or any liability which cannot be excluded under applicable law.

10. Travel Insurance

Travel insurance is the sole responsibility of the Client.

We strongly recommend comprehensive travel insurance covering cancellations, medical emergencies, personal liability, and loss of belongings.

Ultimate Routes does not arrange travel insurance.

11. Travel Requirements (Documentation & Health)

The Client is solely responsible for:

- Passports (valid for at least 6 months after return)
- Visas and transit visas
- Vaccinations and medical requirements
- Vehicle documentation (where applicable)

Ultimate Routes accepts no responsibility for denied entry, delays, or costs arising from failure to comply with such requirements.

12. Travelling with Minors

Clients travelling with minors must comply with all South African Department of Home Affairs requirements, including carrying the necessary documentation such as unabridged birth certificates and parental consent affidavits.

13. Optional Activities

Optional activities and excursions are provided by independent operators and do not form part of your contract with Ultimate Routes.

We accept no responsibility for such activities, even where we assist with bookings and pre-payments.

Participation is at your own risk and subject to the operator's terms and conditions.

14. Emergency Assistance

Ultimate Routes does not provide emergency response services.

However, we may assist with communication and coordination on a best-effort basis during business hours. Contact details will be provided in your travel documents.

15. Protection of Personal Information (POPI Act)

Ultimate Routes complies with the Protection of Personal Information Act (POPIA).

We collect and process Client personal information solely for the purpose of arranging and managing your travel bookings.

Where reasonably necessary for check-in, verification, or service delivery purposes, we may share limited Client contact details (such as name and mobile number) with relevant Third Party Suppliers (e.g., accommodation establishments, activity operators, or vehicle rental companies).

Such information will only be shared to the extent required to facilitate your booking, and will not be used by Ultimate Routes or Third Party Suppliers for any other purpose without your consent.

16. Dispute Resolution

Any disputes must be submitted in writing to:

 explore@ultimateroutes.co.za

All legal proceedings shall be governed by the laws of South Africa and subject to the jurisdiction of South African courts.