Travel Chasers Terms & Conditions: Additional Travel Services

Travel Chasers is a trading name of Expat Explore Travel Limited, a company registered in England and Wales under company number 07728519, with its registered office at 10 Merryweather Place, London, SE10 8BN, United Kingdom ("Travel Chasers", "we", "us" or "our").

The following Terms & Conditions apply to Additional Travel Services book by travellers resident in South Africa as part of a Travel Chasers tour booking. They do not replace our Booking Terms & Conditions, which apply to all bookings made directly with us. Please refer to our Booking Terms & Conditions for the terms governing tour bookings, payments, cancellations, amendments and other booking-related matters.

Version: 1 published 04 November 2026. Applicable to bookings for Additional Travel Services made on or after 04 November 2026, until superseded by a newer version.

1. Introduction and Scope

1.1 Scope and Applicable Services

These Additional Travel Services Terms ("Additional Terms") apply to travellers resident in South Africa who book any of the following services through Travel Chasers as part of a tour booking (each an "Additional Travel Service"):

- International and domestic flights ("Flights");
- Visa application assistance ("Visa Assistance Service");
- Airport transfers ("Transfers");
- Pre- and post-tour accommodation ("Extra Accommodation"); and
- Any other add-on we confirm in writing as an Additional Travel Service.

1.2 About Us and Definitions

Travel Chasers is a trading name of Expat Explore Travel Limited, a company registered in England and Wales (company number 07728519), whose registered office is at 10 Merryweather Place, London, SE10 8BN, United Kingdom. References to "Travel Chasers", "we", "us" and "our" mean Expat Explore Travel Limited. References to "you" and "your" mean the first named person on the booking and all persons on whose behalf the booking is made, or who are later added to or transferred to the booking.

1.3 Relationship to Main Terms

These Additional Terms must be read together with our Terms & Conditions (the "Main Terms"). The Main Terms continue to apply to your tour. Where an Additional Travel Service forms part of a Package Holiday (see Section 2), the Main Terms apply to it as well, as supplemented by these Additional Terms. If there is any conflict between these Additional Terms and the Main Terms in relation to an Additional Travel Service, these Additional Terms will take precedence.

1.4 Acceptance of Terms

By making a booking that includes an Additional Travel Service, you confirm that you have read and accepted these Additional Terms on behalf of yourself and all persons named on the booking, and that you are over 18 and authorised to do so.

2. Our Role and How Your Booking is Protected

2.1 Services Booked as Part of a Tour

Where you book Flights, Transfers and/or Extra Accommodation together with a tour, in the same booking process and before you agree to pay, these services form part of a package holiday under the Package Travel and Linked Travel Arrangements Regulations 2018 ("Package Holiday"). We act as the organiser of that Package Holiday, and Section 29 of the Main Terms (Our Responsibilities to You in respect of Package Holidays) applies to them.

2.2 Services Added After your Tour is Confirmed

If you add Flights, Transfers or Extra Accommodation to an existing tour booking, we will treat this as an amendment to your Package Holiday. Amendment fees under Section 25 of the Main Terms and Section 6 of these Additional Terms apply.

2.3 Travel Insurance and Visa Assistance Services

Travel Insurance and any Visa Assistance Service are not travel services under the Package Travel and Linked Travel Arrangements Regulations 2018, and never form part of a Package Holiday. They are not covered by the financial protection described in Section 33 of the Main Terms.

2.4 Conditions of Suppliers

As set out in Section 19 of the Main Terms, airlines, hotels, transfer operators, insurers and other suppliers have their own terms and conditions, which form part of your contract. These may limit or exclude the supplier's liability, including under international conventions such as the Montreal Convention for air travel. Copies are available on request.

3. Flights

3.1 Airline Rules

All Flights are subject to the fare rules and conditions of carriage of the operating airline, which form part of your contract. Fare rules vary by fare type and will be explained to you before you book. Many fares do not permit any refund or change once ticketed.

3.2 Flight Prices

Flight prices are not guaranteed until your ticket has been issued. Until then, the airline may withdraw the fare or change the fare, taxes, fuel surcharges or other charges, and prices quoted in South African Rand (ZAR) may also change because of exchange rate

movements. If the price increases before ticketing, we will tell you and you may either accept the new price or cancel the Flight without charge, but you will not be entitled to any compensation.

3.3 Ticketing

In line with Section 3.8 of the Main Terms, Flights are usually ticketed once we have received your final balance and correct passport details. Where an airline requires earlier ticketing to secure a fare, we will ask you to pay the full Flight cost at that time. This amount will be non-refundable from the date of ticketing, even if the rest of your booking remains refundable under Section 3.7 of the Main Terms (10-day money-back guarantee). Payment for Flights cannot be included in a monthly instalment plan under Section 3.5 of the Main Terms.

3.4 Names and Passport details

It is your responsibility to make sure that the names on your booking exactly match the names in your passports, and that all passport details you provide are correct. Airlines treat a name change as a cancellation. Any correction may therefore mean buying a new ticket at the current fare, together with our amendment fee under Section 6.

3.5 Schedule Changes and Cancellations by the Airline

Flight times and routings are set by the airline and may change after booking. We will tell you of any change as soon as reasonably possible after we are notified. Flights are part of a Package Holiday, so Section 28 of the Main Terms applies. We may charge an administration fee for any re-booking assistance you ask for.

3.6 Delays, Missed Flights and Lost Baggage

The airline is responsible for delays, denied boarding, cancellations and lost, delayed or damaged baggage, in accordance with its conditions of carriage and the Montreal Convention. Any rights you have to compensation or assistance are against the airline. Where a Flight forms part of a Package Holiday, Section 30 of the Main Terms also applies.

3.7 Flights you Book Yourself

If you book your own flights, we are not responsible for any loss or additional cost you incur if you miss the start of your tour, or if your flight is changed or cancelled. Section 30 of the Main Terms applies. We recommend allowing enough time between your flight's arrival and the tour start, and between the tour end and your departure flight.

3.8 Check-in, Baggage and Documents

You are responsible for:

- Checking in by the time the airline specifies;
- Complying with the airline's baggage allowances and paying for any excess; and
- Carrying valid travel documents for every country on your route, including transit points (see Section 4 and Section 12 of the Main Terms).

Airlines may refuse to carry any passenger who does not hold the correct documents, and no refund will be due.

4. Visa Assistance Service

4.1 What we Provide

Our Visa Assistance Service is an administrative service only, we facilitate access to a third party registered visa agency. Depending on the option you choose, it may include:

- General guidance on the visas you are likely to need;
- A document checklist;
- Help with completing application forms;
- Booking appointments with the relevant visa centre or embassy;
- Visa agency staff on site at visa appointments for in-person assistance;
- Couriering of passports;
- Express visa & home collections (on special request only);
- Supporting letters, such as tour itineraries or hotel confirmations.

We are not a government authority or an immigration adviser, and we cannot give legal advice on immigration matters. The service will be described in your booking confirmation.

4.2 No Guarantee of a Visa

Whether a visa or travel authorisation is granted, and how long it takes, is decided solely by the relevant embassy, consulate, visa centre or government authority. We cannot guarantee that your application will be successful or processed by any particular date. We are not responsible for any refusal, delay or condition imposed by the authority.

4.3 Your Responsibilities

You are responsible for:

- Providing complete, accurate and truthful information and documents by the deadlines we give you;
- Attending any appointment in person, including biometrics;
- Making sure your passport is valid for the period, and has the blank pages, required by each country you will visit or transit; and
- Applying in good time.

We strongly recommend you start your application as soon as possible after booking.

4.4 Fees

Our Visa Assistance Service fee is non-refundable once we have started work on your application. Government visa fees, visa centre service charges, courier costs and any other third-party charges are payable in addition and are non-refundable, including where a visa is refused.

4.5 If Your Visa is Refused or Delayed

If you cannot travel because your visa is refused or not issued in time, this is treated as a cancellation by you, and the cancellation charges in Section 26 of the Main Terms and Section 7 of these Additional Terms apply. You may be able to claim these losses under

your Travel Insurance, depending on its terms. We can provide you with a letter detailing cancellation charges on a company letterhead to assist with the claim.

4.6 Travellers Under 18

Travellers under the age of 18 may need extra documents to leave South Africa and to enter other countries, such as unabridged birth certificates, parental consent affidavits and copies of parents' identity documents. It is your responsibility to check and obtain these. Section 10 of the Main Terms (Fitness to Travel, Age and Medical Conditions) also applies.

4.7 General Information Only

Any entry information we give you, whether or not you use our Visa Assistance Service, is general guidance only. Section 12 of the Main Terms continues to apply. Requirements can change at short notice. You should always check the official government websites of each country you will visit or transit, and the [South African Department of Home Affairs and DIRCO] for South African citizens.

5. Airport Transfers and Extra Accommodation

5.1 Transfers

Transfers are provided by independent local transport operators, and Section 19 of the Main Terms applies.

5.2 Flight Details

To arrange your transfer, you must give us your full flight details (flight number, date and scheduled arrival or departure time), contact number, & accommodation details no later than 60 days before departure, and tell us immediately of any change. If you do not, we may not be able to provide your Transfer and no refund will be due.

5.3 Delayed Arrivals

Transfer drivers will wait for up to 60 minutes after your flight's actual landing time. If your flight is delayed for more than 8 hours, you miss your flight, or you do not meet the driver at the agreed meeting point, the transfer may be treated as a no-show. You will then need to make your own way to your hotel at your own expense, and the pre-booked transfer will not be refundable. Please contact the emergency number in your travel documents if you are delayed.

5.4 Luggage

Transfers include one standard suitcase and one item of hand luggage per person unless otherwise stated. Extra or oversized items must be declared at the time of booking and may incur an extra charge.

5.5 Extra Accommodation

Extra Accommodation before or after your tour is provided at the hotel shown on your booking confirmation, or a similar standard hotel if we have to change it. Section 8 of the Main Terms (Accommodation Ratings and Standards) and Section 14 (Check-in & Check-out) apply. Where Extra Accommodation is not at the tour's start or end hotel, you are responsible for getting to the tour meeting point at the time stated in your Final Travel Arrangements.

5.6 Local Taxes and Charges

City, tourist or similar taxes charged by local authorities, and any security deposit required by the hotel, are not included in the price unless stated. They are payable by you directly to the hotel.

5.7 Stricter Supplier Terms

Some hotels and transport operators apply cancellation and amendment terms that are stricter than those for your tour, for example non-refundable rates at peak periods. Where this applies, we will tell you before you book, and those terms will apply to that Additional Travel Service under Section 7.

6. Prices, Payment and Fees

6.1 Currency

Additional Travel Services sold to South African residents are priced in South African Rand (ZAR) unless we state otherwise. Many of our supplier costs are in other currencies, so ZAR prices for Additional Travel Services that are not yet paid in full, or not yet ticketed, may change because of exchange rate movements (see Section 3.2 for Flights). Once you have paid in full for a confirmed Additional Travel Service, its price will not change, except as permitted under Section 24 of the Main Terms for Package Holidays.

6.2 What is Included

The price of each Additional Travel Service includes all taxes and charges known to us at the time of booking, except local taxes payable on arrival (see Section 5.6) and optional extras such as seat selection or extra baggage, unless stated.

6.3 Payment

Unless we tell you otherwise, Additional Travel Services must be paid as follows:

Service	When Payment is Due
Flights	At the time of booking to secure the quoted rate, or as advised at the time of booking if subject to different Ts & Cs
Visa Assistance Service	In full at the time of booking the service
Transfers and Extra Accommodation	With your tour deposit and balance, as set out in Section 3 of the Main Terms, or in full at the time of booking where non-refundable rates apply

6.4 Instalments

As set out in Section 3.5 of the Main Terms, add-ons are not included in a monthly instalment plan. Payment for Additional Travel Services must be made separately by the dates above.

6.5 Payment Methods and Charges

We accept credit and debit cards / EFT. Payments may be processed outside South Africa by Expat Explore Travel Limited or our payment provider. You are responsible for any charges made by your own bank or card issuer, including foreign transaction fees, and for complying with any South African exchange control requirements that apply to you.

6.6 Our Fees

Additional Travel Chasers fees apply to Additional Travel Services, in addition to the supplier's price and any supplier charges.

6.7 Refunds

Any refund due to you will be made to the original payment method, in the currency in which you paid, within 14 days of the cancellation taking effect, or as soon as we receive the refund from the supplier where we act as agent. We are not responsible for any difference in value caused by exchange rate movements, or for charges made by your bank.

7. Changes and Cancellations

7.1 How to Make a Change or Cancel

Any request to change or cancel an Additional Travel Service must be made in writing by email to sales-za@travelchasers.com by the first named person on the booking. It will take effect only on the date we receive it.

7.2 Additional Travel Services that are Part of a Package Holiday

Section 25 (Changes by You) and Section 26 (If You Cancel) of the Main Terms apply, including Sections 25.4 and 26.4 for Flight-Inclusive Tours. In addition:

- Cancellation charges for Transfers and Extra Accommodation are calculated using the cancellation table for your tour's range in Section 26 of the Main Terms, unless stricter supplier terms apply under Section 5.7; and
- Where Flights have been ticketed, the airline's charges, which can be up to 100% of the Flight cost, are payable in addition to the tour cancellation charges.

7.3 Visa Assistance Service

Our Visa Assistance Service fee and all third-party visa fees are non-refundable once we have started work on your application.

7.4 10-day Money-Back Guarantee and Flexible Booking Policy

The 10-day money-back guarantee in Section 3.7 of the Main Terms, and our Flexible Booking Policy in Section 7 of the Main Terms, apply only to the tour portion of your booking and to refundable Transfers and Extra Accommodation. They do not apply to:

- Flights once ticketed;
- The Visa Assistance Service once work has started, or any third-party visa fees;
- Any Additional Travel Service booked at a non-refundable rate.

7.5 Cancelling Your Tour

If you cancel your tour, any Additional Travel Services linked to it (for example, Transfers or Extra Accommodation) will also be cancelled unless you tell us otherwise in writing. The relevant cancellation charges under this Section 7 will apply to each of them.

7.6 Changes and Cancellations by us or our Suppliers

Where an Additional Travel Service forms part of a Package Holiday, Section 28 of the Main Terms (If We Make a Change to Your Package Holiday) applies. Where we act as agent and the supplier changes or cancels the service, we will tell you as soon as

reasonably possible, pass on any refund we receive from the supplier, and help you find an alternative where we can. We will not be liable for any compensation.