

TERMS & CONDITIONS UPDATED AND REVIEWED 20 OCTOBER 23

Dear client

We hope these FAQs , that forms the basis of our Terms & Conditions of bookings, clarifies any questions you may have about our booking process and your trip. If you have additional questions, please don't hesitate to contact us. Your satisfaction & understanding of what you are booking is important.

To clarify and make things simple – when we say ;

YOU, I, ME, MY, MYSELF ,YOURSELF = that means you, - *the person/s making the booking with us , the traveller/s and/or the payee of the booking and, or any person or entity communicating with us regarding the booking*

WE /OUR = that means us , *XL The Travel Professionals , our consultants and staff*

SUPPLIER = that means, *hotels, tour companies, car rental, transport companies , travel insurance companies, or any provider in the supply chain.*

RESOURCES = we subscribe to updated official Industry Standard, platforms and technology.

BOOKING = means any part or all of the travel arrangements made on your behalf by ourselves via our suppliers

Frequently Asked Questions (FAQ's) / Terms and Conditions of Booking

What is included in these Terms and Conditions for booking with XL The Travel Professionals?

- All consultations and communication wether in person, telephonically and e-mail are subject to terms & conditions. This includes XL The Travel Professionals Terms & Conditions as well as the Terms & Conditions set by our suppliers . Our suppliers are Tour Operators, Airlines, Hotels, Car Rentals, Transfer companies and/or any other provider in the supply chain.

How can I access and review these Terms & Conditions?

- On our website **or** you can request a hard copy **or** a PDF version can be e-mailed to you **or** via this online link [CLICK HERE](#)

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When do I officially accept the Terms & Conditions?

- By making payment for your booking, you are officially accepting the terms and conditions of booking. By making payment you acknowledge that you understand and agree to the conditions of booking.

AUTHORITY AND ACCEPTANCE OF THESE CONDITIONS

Who is responsible for accepting these Terms and Conditions?

- You –the person requesting quotes, estimates, bookings, or recipient of the booking, end user, traveller , is considered to have read and agreed to these Terms and Conditions. You take authority and responsibility to do so on behalf of the person for whom these services are requested or provided.

What is our role ?

- We act as an intermediary between you and the suppliers, facilitating bookings and arrangements.
- When you request a booking, we process the booking with the relevant suppliers and ensure an accurate booking as per your request.
- We are not responsible for acts of error or omission made by our suppliers or their agents.

What about the responsibility of Suppliers?

- Suppliers have their own liability rules, and some may act as agents themselves or contract out of liability.
- It's advisable for you to have appropriate travel insurance.

Do we accept liability for Supplier actions?

- We are not liable for any actions, errors, or omissions of the Suppliers or their agents that may cause harm, loss, or damage to you.
- You should seek recourse from the Suppliers or third parties in such cases.
- You indemnify us accordingly.

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Are we responsible for injuries or losses during travel?

- No, we are not liable for any injuries, illnesses, harm, trauma, death, or loss or damage, regardless of the cause. You indemnify us accordingly.

Are there limits our liability?

- Yes, we are not responsible for any indirect or consequential losses or damages, even if it results from our own negligence. If we are found liable, the maximum compensation is limited to N\$5000 per traveller.

BOOKING PROCESSES AND PAYMENT

How will I know the status of my booking?

- We will confirm bookings in writing whenever possible.
- However, sometimes confirmation will be provided in person, verbally during the consultation process or verbally telephonically.
- Failure to provided a written confirmation does not affect the validity of the booking, and it's not considered negligence if no written confirmation was provided as it is assumed that both parties agreed to the contents of the final booking at time of finalisation.

What is a confirmation?

- Your confirmation is a written document confirming your booking details
- This confirmation is a reflection and affirmation of how we understood your request.
- It is your responsibility to ensure that we have understood and booked correctly as per your instructions.

What should I do with the confirmation?

- It's essential to read and understand your confirmation.
- If you have any questions or are unsure about anything, you should see clarification immediately.
- You should adhere to the payment time limit on your confirmation to avoid any cancellations of bookings and/or price increases.

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- Once payment is made, based on the confirmation sent your booking will be processed and finalised.
- You will be responsible for any errors not brought to our attention on our confirmation. Any financial losses will be for your own account.

Why is it crucial to provide accurate names?

- It's essential to provide us with the travelers' full names as shown in their passports. Mismatched names can lead to denied boarding or deportation and/or cost implications to change after confirmation.

Can I change names once documents are issued?

- No, once tickets and documents are issued, name changes are not allowed in most instances.
- A new ticket would be needed and paid for.
- Refunds for the original incorrect document aren't guaranteed.

Who is responsible for costs related to name changes?

- You - Any financial penalties, charges, or new documentation costs resulting from name changes are your responsibility.

How can I avoid these issues?

- Check that names are correct before making payments for your booking. Incorrect name costs are your responsibility.

Do I need to make a deposit for my booking?

- Yes, unless full payment is due at the time of booking, you must provide the requested deposit or full payment within the time indicated
- We may cancel your booking if it doesn't receive the full payment or a deposit as indicated and in time.
- Prices can also change if payments are not made in time and if only a deposit is paid. Paying a desposit does not guarantee your price only confirms your booking.
- You must reconfirm your outstanding balance before you make your final payment as prices may have fluctuated with the rate of exchange.

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Can the price of my trip change after I get a quote?

- Yes. The price quoted is based on costs at the date of the quote, including fares and hotel prices. If these costs increase before issuing the documents, the extra costs will be your responsibility. This also applies to fluctuations in exchange rates.

When will I receive my travel documents?

- Travel documents will only be issued after full payment has cleared into our bank accounts.
- In some instances, even after full payment is received, travel documents only become available 30 days in advance.
- Generally airtickets are available immediately after payment reflects, with travel packages normally between 8 – 6 weeks before departure.
- Your consultant will keep you updated in this regard.

Are prices guaranteed ?

- Prices are only guaranteed once full payment is reflecting in our bank account.

When is full payment required for my booking?

- Full payment is due at least 8 weeks before departure or at the time of booking, whichever comes first. This depends on the requirements of the 3rd party suppliers involved.

What payment methods do we accept?

- Cash (you will however pay the bank fees and cash handling fees)
- EFT (electronic funds transfer) into specified bank accounts
- Credit cards produced in our office
- Secure online credit card payment – this may attract additional charges

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- 3rd Party Supplier online credit card payments via the Supplier's website. This may attract additional charges.

What should I do when paying by credit card?

- You will need to be present when a credit card is being used for a payment
- Or you can pay via a secure payment link , but will attract additional charges.

Is my personal information kept confidential?

- Yes, we commit to treating your personal information confidentially, except when required by law or a court order. Some information may be shared with Suppliers for booking purposes.

What should I do when I receive my travel documents?

- When you get your travel documents, vouchers, or tickets, you must check that they match the details as booked.

What should I do if there are discrepancies?

- If you find any discrepancies, contact your travel consultant on the same day you receive your documents.

Who is responsible for costs related to fixing errors?

- Any costs incurred to correct errors are yours, if the errors were not picked up at time of confirmation.
- If a telephonic or in person confirmation was given, it is also assumed that you checked the details booked before you made payment.

What is the recommended connecting time between flights?

- We suggests a minimum of 3 hours for connecting flights and at least 4 hours for connecting flights within the USA.

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Can I use my flights in a different order than on my ticket?

- No, you must use your flights in the order they are booked on your ticket. Using them out of sequence can lead to being denied further travel.

What should I do to ensure I don't miss my onward flights?

- It's essential to provide a contact number that you will be using whilst travelling so that the airline can reach you in the event of time changes.
- These details may change without notice, and we might not be informed by the airline, therefore it is your responsibility to provide contact details when you will be reachable during your travels.

Is there a tool that can help me stay updated on my flight bookings?

- Yes, we recommend downloading our XLGO APP from the PlayStore or AppStore. This app provides real-time information about your flight bookings, including any updates made by the airline.
- It is your responsibility to check if your flight times are still as booked when travelling
 - We can only provide real time updates as and when the airline informs us

HOTEL BOOKINGS , SECURITY DEPOSITS AND LOCAL CHARGES

Why do hotels ask for a security deposit at check-in?

- Hotels around the world typically request a security deposit at check-in, even if you've already paid for your stay. This deposit is meant to cover any incidental charges that guests may accumulate during their stay.

How is the security deposit usually taken?

- Hotels often secure the security deposit as a pre-authorization on your credit card. This means they verify the funds are available but don't actually charge your card unless necessary.

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Will I get the pre-authorized amount back if I don't have any additional charges?

- Yes, if you don't incur any incidental charges during your stay, the hotel will release the pre-authorized amount back to your credit card.

Where can I get more details about the hotel's security deposit policy?

- For additional information or specific questions about a hotel's security deposit policy, feel free to ask your travel consultant or contact the hotel directly.

What is a Local City Tax?

- A Local City Tax is a fee charged by some cities and is usually paid in cash upon arrival at your hotel. The amount can differ from one city to another.

What is a Departure Tax?

- Departure Tax is a fee required in certain destinations, and it is paid in cash at the local airport when you leave the country. This tax is not included in the price of your ticket.

CAR RENTAL AND DRIVERS LICENSE

What do I need to hire a car or transportation vehicle in another country?

- To hire a car, motorbike, or any type of transportation vehicle in another country or locally, you will need a valid driver's license for the category of vehicle you plan to drive and a Credit Card

Do I need an International Driver's License to drive overseas?

- While not always mandatory, we recommend traveling overseas with an International Driver's License, which you can obtain from your local Automobile Association (AA). It may be requested by the car rental company and as an additional form of identification. Please also ensure that you carry your original local license with you in addition to the International Driver's license.

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Is there a minimum age requirement for car hire?

- Yes, the minimum age for car hire is typically 21 years old, although it may be higher depending on the country you plan to drive in. Be sure to check the specific requirements for your destination.

What payment is required when collecting the rental vehicle?

- The driver of the vehicle must have a valid credit card in their name to present when collecting the vehicle. A deposit for the vehicle, in addition to the car hire charge, may be requested.

Can I request a baby/child seat for the rental vehicle?

- Yes, you can request a baby or child seat for the rental vehicle at an additional charge. In some countries, this may be compulsory, so it's important to pre-book it if you don't plan to bring your own. Please specify your needs at the time of booking.

REFUNDS

How long does it take to receive a refund for air tickets or travel arrangements?

- Refunds can take a minimum of 8 weeks, sometimes longer, as the airline and/or third-party suppliers hold the monies you have paid. We are unable to refund funds before receiving them from the relevant airlines/suppliers/3rd parties.

What is the refund policy for half-flown tickets?

- Airlines have different policies regarding refunds for half-flown tickets, and the company cannot guarantee any refund on these. While we will apply for a refund on your behalf, the amount, if any, can only be confirmed once the airline advises them.

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Are there any fees associated with refunds?

- Yes, we reserve the right to charge cancellation fees, administration fees, and may pass on any cancellation charges imposed by the airlines and third-party suppliers.
- Refunds are also subject to a minimum 10% administration fee calculated based on the value of the ticket/services submitted for refund. This fee is in addition to any cancellation fee by the Suppliers.
- Please be aware that not all airport taxes are refundable, and it depends on the individual airline's / government policies.
- Fees paid by the supplier to us for making the booking with them is also not refundable
- Any fees charged to make the booking is also not refundable.

What is our role in the refund process?

- We are acting as an intermediary, and can assist in processing and following up on your refund. However, we cannot guarantee a refund unless it is provided in writing by the Suppliers.

Are refund amounts subject to the Suppliers' terms and conditions?

- Yes, refund amounts are subject to the terms and conditions of the Suppliers.
- We can assist in processing refunds but must abide by the rules set by the Suppliers.

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TRAVELLING WITH CHILDREN

What do children under 18 need for international travel?

When children under 18 travel internationally and regionally, they need the following:

- A valid passport (valid for at least 6 months after their return). Any required visas for their destinations. , An Unabridged Birth Certificate (with full details of both parents).

What if a child is traveling with one parent?

- If a child is traveling with one parent, they need consent from the other parent. This requires a Parental Consent Affidavit and a certified copy of the absent parent's ID.

What if a child is traveling without both parents?

- If a child is traveling without both parents, they need consent from both parents in the form of a Parental Consent Affidavit and certified copies of both parent's IDs.

Where can I get the Parental Consent Affidavit if needed?

- You can request the Home Affairs Parental Consent Affidavit if parents are not traveling with their children or you can reach out to us for a copy of this Affidavit.

What are the requirements for document certification?

- Documents must be original or certified as true copies by a commissioner of oaths or a similar authority in your country of nationality. Certified copies should not be older than 1 month before your last travel date.

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Can these requirements change?

- Yes, regulations can change. For the latest information, refer to the Department of Home Affairs official communication. We cannot be held responsible for costs, denied boarding, or repercussions due to incorrect travel documents for children.

PASSPORTS AND VISAS

What should I know about my passport?

- Your passport must be valid for at least 6 months after your return, and it should have 2-3 consecutive blank pages when you travel.
- There may be exceptions – you can check with us for your specific journey

What about dual citizenship passport holders?

- You take own responsibility for the process. If you have dual citizenship, you should check with your Embassy and local Home Affairs as to the process.
- We can only provide general information in this regard which is obtained from our official Industry Standard resources

Do I need a visa for my trip?

- Namibian passport holders usually need visas for most destinations, and transit visas may be required when passing through one country on your way to another.
- It is your responsibility to ensure that you have all the required visa's for your journey
- We provide visa information from our official industry standard resources at time of booking.
- We do not have any influence or outcome on any visa applications.
- You should also ensure that you apply well in advance for your visa and make the required appointments in advance of your trip

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Does having a visa guarantee entry?

- No, having a visa doesn't guarantee entry into a country.
- We have no influence on this matter whatsoever and any losses, financial, physical or emotional, due to a denied entry or boarding an aircraft is for your own account.

Can my XL THE TRAVEL PROFESSIONALS consultant help with visa requirements

- Yes, your consultant can provide advice on visa requirements and assist with your visa application only if you have purchased all services for your journey through us.
- We do not assist in providing visa advice or assistance if a portion of your travel itinerary has been purchased elsewhere, even if you purchase the air-ticket from us and other services elsewhere. There are too many variables that can go wrong.
- Please note visa assistance is a payable service and a quotation can be requested from us.
- We may assist at our discretion, but we do not assume liability.

How do visa applications work?

- Each application is different and processes will be provided by us when you have paid for your bookings
- Visa applications must be prepaid based on a quoted price before submission. This price may change based on the embassy's final cost at the time of submission.
- Any additional amounts must be settled before receiving your passports.
- All amounts paid are non-refundable should your visa application not be successful.

Are there any special rules for in-person visa application ?

- Some countries require in-person visa applications, and you may not be able to use a visa supplier or our office for those applications.
- Some countries are not represented in Namibia and may require travel to South Africa or another country for the in person application. All expenses will be for your own account.

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- It is important to know that applying for a visa through a country that you will not be travelling to, is against the law and you could be refused entry if your visa was issued by one country but you enter via another country of the same visa group.

Who is responsible for obtaining visas and travel permits?

- You are responsible for obtaining all required documentation for visas and completing application forms on time.
- You are responsible to ensure that you have the relevant visa/s for your journey.

Is it the client's responsibility to check visa validity?

- Yes, clients must ensure that the issued visas are valid for their itinerary, with correct dates and entry points. Payment of the visa fee doesn't guarantee approval, as it's subject to embassy approval.

Who is responsible for Visa supplier actions?

- Visa suppliers are not our agents or employees, and can't be held responsible for their actions or errors.

What isn't the Company responsible for regarding visas?

- We are not responsible for visa application denials, delays in visa issuance, loss of passports, changes in visa costs, financial losses due to visa denials, passport application delays, or incorrect issuance of a visa by the embassy.

TRAVEL DISRUPTIONS & HEALTH HAZARDS

What happens if there is a health epidemic, pandemic, war or any travel restrictions are implemented by Countries and/or other Authorities and I cannot depart on my planned trip or cannot travel onwards on my journey or cannot return home ?

- You agree to take full and direct responsibility for any risks and travel disruptions that might happen before or during your journey. Risks include and not limited to - financial, physical or emotional risk.

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How can I protect myself against these possible risks?

- We highly recommend purchasing comprehensive Travel Insurance and familiarising yourself with the contents of the cover included in the policy that you purchased.
- Refer to our FAQ's under Travel Insurance Section for more information about purchasing Travel Insurance.

It is my choice to travel

- Booking a trip is entirely your decision. You should familiarise yourself with world events that may affect your travel.
- We facilitate the booking process and provide information obtained from our official resources pertaining to your trip. We can however not be held liable for any changes that may happen before, or during your trip and/or outdated information provided by our official resources.

Who is responsible for my health and safety?

- As your agent facilitating your booking process, we are not responsible for any unsafe conditions, health hazards, including, but not limited to pandemics or illnesses during your journey.

How can I stay informed about health risks?

- It's essential to stay updated on health information. Check the latest updates from the World Health Organization before your trip to have specific details about your journey.
- Consult your medical Practitioner or nearest health clinic
- Stay informed about world events.
- You should reach out to us before you depart to check if anything has changed since you made your booking.

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Who's responsible for providing health information/entry requirements for your journey?

- We are not responsible for health related rules set by travel suppliers, airlines, and/or but not limited to, governments and country Authorities.
- We can provide you with the health & other entry requirements as indicated on our official resources at time of booking. This includes information regarding health forms, screenings, and tests as required by your journey, along with your final Travel Documents.
- We subscribe to technology used by all airlines and worldwide travel agents, TIMATIC, for our information regarding health & entry requirements. We can only provide information as set out in this portal.
- We cannot be held responsible for outdated information and /or refusal of entry into a country for whatever reason.
- We can only provide information as set out in our resources at time of booking.
- It is recommended to contact your nearest Health Clinic and/or medical practitioner with your medical history before you make a booking and before you depart on your journey.
- You should reach out to us before you depart to check if any updated were made to the requirements on our official resource portal.

In summary, you decide to travel, understanding the risks, and should stay informed about health conditions, including COVID-19, on your own. We are not liable for health-related issues before or during your trip.

BOOKING CHANGES AND CANCELLATIONS

What if my travel plans change caused by unforeseen circumstances caused by supplier and or Government policy changes - who is responsible for the cost implication of these changes ?

- Your travel bookings may be affected by unforeseen changes from airlines, suppliers, or government policies in the countries you're visiting or residing in.
- We are not responsible for any costs incurred due to necessary changes to your booking caused by these factors.

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- We can cancel any agreement if circumstances like strikes, natural disasters, or government actions make fulfillment impossible or impeded.
- Our suppliers can cancel any agreement if circumstances like strikes, natural disasters, or government actions make fulfillment impossible or impeded.
- Your comprehensive Travel Insurance should cover you in this event, but will depend on what cover you purchased. Refer to Travel Insurance section for more information.

What is our responsibility in such an event ?

- If your travel plans face unexpected changes, we will do our best to assist, but costs and outcomes will be subject to the original terms and conditions and the policies of suppliers and ourselves.
- If caused by a Government restriction or any other event, we will also do our best to find the relevant information to assist with further steps and way forward, but costs incurred and outcomes will be subject to the original terms and conditions and the policies of the suppliers and ourselves.
- We will facilitate the refund or rebooking of your trip, as prescribed within the procedure and/or policy provided by the supplier and or relevant authorities wherever possible, but any costs incurred by ourselves to pursue the matter, will be for your account.
- It is important to understand that our service fee paid for the initial booking process, does not cover costs for unforeseen changes caused by events out of our control.
- The final outcome will depend on the original Terms & Conditions, as well as any penalties or changes set by the airlines and suppliers we used for your booking.
- Our Service fees paid by yourself or paid to us by the supplier is non-refundable. Even if the supplier approves a full refund, there will always be a non-refundable amount on your booking.

What if I want to make changes and Cancellation to my booking , whether foreseen or unforeseen ?

Are there fees for cancellations and amendments?

- Yes, our suppliers and ourselves may charge fees for cancellations and changes.

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Can I change my travel dates, routing and/or stopovers ?

- Changing travel dates, routing and/or stopovers depends on supplier policies, fare rules, and conditions.
- Cost of these changes can only be determined at time of change as there are variable factors taken into consideration when calculating costs for changes.
- We also charge additional fees to facilitate the change process. The costs of this is based on a case by case basis as it will depend on the amount of time , work and costs involved in making the change.

What if I miss my flight or cannot use my booking as planned ?

- If you miss your flight or can't use your ticket or booking as intended, it will most likely be non-refundable, as you will then be considered a no-show
- No-shows can be from as early as 72-hours before departure.
- If you are not checked-in for a flight by the time the check-in counter closes or you change your reservation within 48-hours (some airlines even up to 72-hours before) are mostly regarded as no-show even if you have cancelled before the flight departs.
- If you are a no-show you are liable for strict cancellation penalties and will be applicable not only for the flight you missed but for your entire journey of the ticket and any other services booked that cannot be changed/cancelled in time as per the conditions/policies of the supplier.
- In almost all instances a new ticket must be purchased / new booking made
- You must inform us of the incident as soon as it happens so that we can guide you regarding next steps and the impact on your forward booking.

Can I transfer my booking to someone else?

- In most instances Travel bookings are non-transferable, and name changes are not allowed.
- You must reach out to us to guide you as to best possible solution within the limitations of the supplier conditions and policies.

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What happens if I cancel my booking?

- If you cancel for any reason, our suppliers will invoke their cancellation policies and any costs incurred will be for your own account

Can we apply for a refund on your behalf?

- Yes. We can request a refund but will be subject to the policies and conditions of the supplier.
- We cannot be responsible for the outcome of the refund.
- We will charge a fee to process the refund and any fees paid for the initial booking process or paid to us by the supplier to process the initial booking is not refundable

Do I have to reconfirm my flights at time of departure and during my trip?

- Yes. It is important to always check your onward flight departures to ensure that there has been no changes to flight times whilst travelling.

Will we contact you if there is a change?

- Whilst we will make every effort to update you as and when the airline makes any changes to schedule, we cannot be liable for any missed flights/misconnections due to these schedule changes caused by airlines or if the airline does not communicate this change with us. The changes may also be after-hours which means that we cannot reach you in time for the change. Therefore you must reconfirm your flights with the airline and proceed with your online check-in to be kept informed of such changes.

SPECIAL REQUESTS , SEATING AND CHECK-IN PROCEDURES

Is online check-in recommended?

- Yes, we highly recommend online check-in whenever possible. You can do via the airline websites or through our XLGO APP, available on the App Store or PlayStore. Check with each airline, but it's typically available 24 hours

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before your flight's departure.

What are the recommended check-in times?

- We suggest the following check-in times:
International flights: Minimum 4 hours before departure.
Regional flights: Minimum 3 hours before departure.
Namibian domestic flights: Minimum 90 minutes before departure.

These times are guidelines and may vary due to airport security and other factors.

How can I make special requests for my travel?

- Any special requests, such as seating, meals, bassinets, wheelchairs, or assistance for unaccompanied minors, should be requested at time of requesting your booking and must be a minimum of 96-hours before departure.

Are these special requests guaranteed?

- We will make every effort to accommodate your requests, but we cannot guarantee that all demands will be met. These requests are subject to availability and may involve additional charges.

Can I pre-select seats on my own?

- Yes, but in most instances seating is now a payable service and not automatically included in your ticket price.

Can the airline change my seating request?

- Yes, the airline reserves the right to change the aircraft configuration, which may affect your seating request, even if you have pre-paid for a specific seats.
- A refund of the prepayable seat is not always applicable.
- We have no influence or control over seating changes enforced by the airline

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5. What about services like wheelchairs and unaccompanied minors?

- Services like wheelchairs and unaccompanied minors must be requested at the time of booking and are subject to availability.
- A minimum of 96-hours is required and in some cases there are costs involved for this service.
- We also reserve the right to charge additional fees to facilitate and process this request

6. How can I request special meals?

- Special meals should be requested at the time of booking or at least 96 hours before departure. Keep in mind that many discounted or low-cost carriers may not offer free meals on board.

BAGGAGE

How does baggage allowance work?

- Your baggage allowance depends on the airline baggage policy and class of travel airline
- Each airline has their own baggage policy.
- Your baggage allowance is indicated on your air-ticket
- Any sporting equipment and special equipment is usually not included in your free baggage allowance
- Check your ticket or ask your travel consultant for clarification

What about hand luggage restrictions?

- Hand luggage restrictions vary by airline, but it's typically around 5-7 kilograms.
- Please check your ticket or with us.

Is there a cost for excess baggage?



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- Yes, most airlines charge for excess baggage.
- It's essential not to exceed your baggage allowance to avoid additional charges.

What should I know about travelling to the USA?

- When traveling to the USA, note that if you don't use TSA-approved locks, your lock may be broken off to allow TSA access to your luggage.

What do I do if my baggage does not arrive at my destination ?

- You must complete a lost baggage incident with the airline desk before leaving the airport.
- You must get a Lost Baggage report reference number and contact numbers to follow up on and remain in direct contact with the airline.
- We cannot trace lost baggage unless you have purchased our Lost Baggage Insurance.
- We strongly recommend taking our Lost Baggage Insurance

TRAVEL INSURANCE

Why do I need Travel Insurance?

- Travel Insurance is crucial to protect you before or during your travels. It can cover cancellations, medical emergencies, baggage issues, and more, depending on which policy you purchase.

When should I purchase my Travel Insurance?

- We recommend insurance for both international and regional trips to ensure you're protected. When you plan to travel outside your country of residence.
- It is highly recommended to purchase your Travel Insurance at the same time as the first payment made for your booking. You will then be sure that all cover in your policy is included such as cancellation for any reason for example. It is important to familiarise yourself with the contents and policy wording of your policy.
- You can however purchase your Travel Insurance up to the time before you depart. It will however mean that some cover may not be included. It is

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important to familiarise yourself with the contents and policy wording of your policy.

How do I choose the right policy?

- Your XL THE TRAVEL PROFESSIONALS (PTY) LTD Consultant can provide information about different levels of coverage offered by the insurance company/s.
- You' will however need to familiarise yourself with the contents and policy wording and decide yourself which policy suits your specific travel needs.
- Once you decide which policy you wish to purchase, we facilitate the issuing process and collect the payment.

Who should I contact for insurance advice or claims?

- For insurance-related questions or to make a claim, please contact the insurance company using the contact details provided in your policy or documentation.
- A claim is between yourself and the insurance company.
- Always review the policy documents and wording for essential information about your coverage and the claims process.

Is credit card insurance enough?

- Free credit card insurance may not offer sufficient coverage for your trip. It is recommended to check with your card issuing company for the cover included for your specific account.
- We highly recommend taking additional insurance cover either in the form of a Top-up on your card or a separate Comprehensive Travel Insurance.

What insurance should I consider?

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- We recommend trip cancellation and medical insurance. Some policies may not cover cancellations due to pandemics or supplier defaults for example, so it's important to read the policy. Consider "cancel for any reason" coverage, even though it might cost more.
- The type of coverage you purchase is your decision.

Is insurance mandatory for all clients?

- We, (XL The Travel Professionals, the company, our consultants or any other member of our company) are not obligated to arrange insurance for you.
- It's your responsibility to obtain suitable insurance.

What happens if the insurers dispute a claim?

- If the insurance company disputes a claim, your recourse is against the insurer. We, (XL The Travel Professionals, the company, our consultants or any other member of the company), are not liable for any claims, even though you paid us for the policy.
- It is important to understand that the agent (that's XL The Travel Professionals) is a facilitator to collect the payment and issue your chosen policy. We charge a fee to issue the policy, not to facilitate any claims processes.

DECLARING YOUR GOODS ON DEPARTURE

Should I register my personal goods before leaving Namibia?

- Yes. We recommend registering your personal goods before departure. You can complete a Traveler Card and have it stamped by Namibian Authorities at the airport's Customs desk.

Is registering goods compulsory?

- Registering your goods is not mandatory, but it's advisable. If you don't register your valuables or prove they were yours before leaving Namibia, you might face import duties or fines upon your return.

Where can I find more information about this process?

- For additional details, you can contact:
 - [Namra Customs and Excise](#)
 - [Namibweb Customs Information](#)

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DUTY FREE CUSTOMS ALLOWANCES

What should I do if I want to take items like alcohol, cigarettes, or perfumes on my trip?

- If you plan to bring items like alcohol, cigarettes, or perfumes, please ask your Travel consultant for the Duty-Free allowance specific to your destination country.
- We can provide information from our official industry standards portal
- We cannot be held responsible for inaccurate or outdated information.

FORCE MAJEURE

What does "force majeure" mean in the context of these Terms and Conditions?

- Force majeure refers to circumstances beyond the reasonable control of XL The Travel Professionals (PTY) LTD or any Supplier, which affect their ability to fulfill obligations under these Terms and Conditions.

What are some examples of events considered as force majeure?

- Force majeure events include, but are not necessarily limited to:
 - Strikes, terrorism, war, invasion, hostilities, or warlike operations (whether war is declared or not)
 - Civil war, mutiny, rebellion, revolution, insurrection, epidemic/pandemic outbreaks

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- Confiscation, destruction, or requisition by government or public authorities
- Acts of State, including trade prevention, sanctions, or border closures
- Denial of use or unavailability of transportation means (e.g., railways, ports, airports) not due to Travel Professionals (PTY) LTD's fault
- Other circumstances beyond reasonable control and not within reasonable expectation.

What happens if force majeure events prevent or delay obligations?

- In such cases, we will notify the Customer or Traveler in writing, providing information on the nature and expected duration of these circumstances. We will be excused from performing its obligations for as long as the force majeure event continues.

PROTECTION OF PERSONAL INFORMATION

What does "Permission to Use Your Personal Information" mean?

- By agreeing to these Terms and Conditions, you authorize us to process your personal information, including name, credit card and banking details, address, telephone numbers, and any other provided information. Processing includes various actions like collection, recording, storage, retrieval, and dissemination of your information. This consent is in effect immediately and remains until your relationship with the Company ends.

What is "Special Personal Information," and how is it protected?

- You expressly consent to the processing of special personal information by the us in line with this Agreement.

What are your rights concerning this consent?

- It's your responsibility to keep your personal and special personal information up to date with us.

What is the "Trans-Border Flow of Information"?

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- You give your express consent to process your personal information by transmitting it to service providers outside Namibia for storage or further processing on your behalf.

How does XL The Travel Professionals (PTY) LTD handle your personal information?

- We are committed to complying with national legislation and regulations regarding data privacy. Your personal information is used to perform services, such as processing invoices, credit notes, and statements related to these services.

Who has access to your personal information?

- Your personal information may be shared with:
 1. Employees of XL The Travel Professionals (PTY) LTD who need it for service provision.
 2. Third parties who assist in delivering services.

How does XL The Travel Professionals (PTY) LTD ensure the security of your personal information?

- We agree to use reasonable efforts to keep your personal information confidential, stored securely, and processed in line with the Protection of Personal Information Act.

What acknowledgments and consents are required from you?

- You acknowledge and warrant that:
 1. We are entitled to process and store your Personal Information.
 2. We are entitled and authorized to transfer your Personal Information to its Operators/Suppliers.
 3. We are is entitled to store and back up your Personal Information on its servers.

EMERGENCY ASSISTANCE

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What do I do if I need to contact XL THE TRAVEL PROFESSIONALS whilst travelling?

- Our emergency 24/7 number +264 81 400 4296 . You should save the number on your phone before you depart.
- You should not whatsapp/sms this number if you require urgent assistance. You should call the number.
- Whatsapps and sms's will only be attended to during office hours.
- You can also e-mail your consultant, but any mails will also be attended to during office hours.

QUOTATION PRICES AND WEBSITE PRICING

Are the prices quoted or shown on the website subject to change?

- Yes, all prices quoted or displayed on our website or other platforms are subject to change without prior notice.

Is availability guaranteed at the time of reservation?

- Availability is not guaranteed until full and final payment is received, and reservations are confirmed.

How are prices generally presented?

- Prices are typically per person and based on twin sharing rooms. They may already include discounts and are subject to changes in the exchange rate.

Do prices vary based on travel dates?

- Yes, offers on our website and other advertising are often based on specific travel dates. Prices may vary depending on your chosen travel dates.

What is included in the prices shown?

- Inclusions are only those specifically indicated. Costs for visa, travel insurance, and all other services not mentioned are additional expenses.

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Are pre-payable taxes/airport taxes subject to change?

- Pre-payable taxes and airport taxes are correct at the time of quotation and confirmation but can change without notice. If additional stops are made en-route, taxes may increase.

What does "E&EO" mean?

- "E&EO" stands for Errors and Omissions Excepted, indicating that while we strive for accuracy, occasional errors or omissions in pricing or information may occur.