



### Our terms and conditions

Concerning the reservations we or our clients have made with your establishment, we would hereby like to confirm our policy.

We are a member of the Dutch ANVR and SGR. To be a member of these two professional travel agent organizations, our company must meet high standards. In return our business is financially guaranteed.

The advantage of our registration for you as a provider of travel or accommodation is that you are doing business with a secure company.

Our payment policy is as followed:

- We pay the total reservation sum no later than 3 weeks before our client's date of arrival.
- We do not pay any deposits. These, in general small transfers, have high costs.
- We acknowledge the cancellation fees and conditions you have published on our website or which you have sent with the reservation confirmation.
- We are liable for the cancellation fee if cancellation should occur.
- We request that you provide us with a valid TAX INVOICE, stating *your* VAT registration number as well as *our own* VAT number and address as per the SARS regulations. Our VAT number is 4830252955.

Our address is 67 Reservoirstraat Oos, Franschhoek 7690, South Africa.

- If your company is not VAT registered, we will send you our credit card number by email, three weeks before arrival. This credit card number from MRA, our Dutch company which you may use to pay yourselves directly. This avoids us having to add VAT on your account as stipulated by SARS.

We trust you will find this in order and we hope to do more business with you in the future.

Should you have any questions, please do not hesitate to contact me,

Kind regards,

Cornelis Stevens, CFO

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