

Tourvest Inbound Operations

Trading as Journeys2Africa, Welcome Tourism Services, Your Africa, Crown Travel, Global Conferences Travel, Sunbound Tours and Focus Tours.

BOOKING AND PAYMENT PROCEDURE

➤ **BOOKING STEPS**

1. Booking request must be received in writing eg: please book as per below.
2. Journeys2Africa will book and confirm services as requested. Services and prices subjected to availability
3. Journeys2Africa will forward you a copy of your confirmation with final dates and invoice.
4. At this point we would require a 25% non-refundable deposit to secure the booking within 24 hours of confirmation.
5. Outstanding amount to be paid 60 days prior to travel.
6. Once we receive final payment we will reconfirm all your services.
7. Prepare vouchers

➤ **VOUCHERS**

If you book a package with meet and greet, our representative will hand over your original vouchers at point of entry.
For stand-alone services we will issue e-vouchers via email

➤ **PAYMENT**

Bookings commencing **within** 60 days:

In order to secure and confirm your reservation, full payment is required within 48 hours

Bookings commencing **after** 60 days:

In order to secure your reservation, a 25% non-refundable deposit is required within 24 hours. Balance payment is payable 60 days prior to commencement of reservation

Payment for Travel Services rendered by Journeys2Africa can be made either by Credit Card or Electronic Funds Transfer (EFT).

If choosing to pay by **credit card**, please follow the 3D secure payment steps once you have added items to your **Travel Basket**. You will only be able to pay for items that are available. Items that are On Request, can be sent to us as an Info Request email. Please ensure you enter your required Credit card details **exactly** as they appear on your credit card to avoid your payment not going through.

Should you not be able to process the online payment successfully, please complete the credit card authorisation form below and return with a copy of the back and front of your card. We will then process payment from our office on your behalf.

If choosing to pay by **EFT** kindly transfer your ZAR / USD / EUR invoice amount into the below relevant bank account, including your Tourplan **Reference** (eg: **MMMA123456**) number on your transfer statement so that we can trace your payment. Kindly **fax** proof of payment, clearly marked for Journeys2Africa attention to: **+27 (0) 86 505 6257**

Kindly deposit into the bank account, as per the currency on your invoice – eg: USD into USD account

	ZAR Account	USD Account	EUR Account
BANK	First National Bank	First National Bank	First National Bank
BRANCH	Bank City	Bank City	Bank City
BRANCH NO	255005	255005	255005
ACC NO	62197033419	0200751	0200743

SWIFT Code: FIRZAJJ

Please ensure you read our standard terms and conditions and for further details and **cancellation policy** please refer to <http://www.journeys2africa.com/tasks/sites/default/assets/documents/j2a-terms-conditions.pdf>

Credit Card Authorisation Form

The following form has to be completed by the cardholder. If you are an overseas visitor, kindly fill in your overseas address. Please also note that in addition to the below details we also require a copy of the front and back of the credit card.

To be completed by the Cardholder Only

I hereby authorize Tourvest Inbound Operations to debit my Credit Card as follows:-

Full Name: _____
Birth Date: _____
Address: _____
Phone No: _____
Fax No: _____
Email Address: _____
Mobile No: _____
Nationality: _____
ID/Passport No: _____
Type of Card: _____
Expiry Date of Card: _____
Card No: _____
Colour of Card: _____
Last three digits on the back of Card: _____
Name of Issuing bank on card: _____
Address of issuing bank on card: _____
Mother's Maiden Name: _____
Passenger Name: _____
Ticket No: _____
Amount: _____
Cardholder's Signature: _____
Date: _____

To be completed by the Travel Agent Only

I (full name) _____ being
the manager of (agency name) _____
and duly authorised, do hereby accept full responsibility for any loss incurred to Tourvest
Inbound Operations should the above credit card be declined or returned.
Signature: _____ Date: _____