

Travel Booking Conditions

Please take the time to read and understand the conditions of bookings set out below, prior to booking a holiday with us. We strongly recommend that you also read the Itinerary relating to each holiday prior to booking to ensure that you understand the full itinerary and style of the holiday you are undertaking.

Deposit requirement

You are required to pay a deposit on submission of your holiday registration form, to secure your booking. The amount of the deposit will vary each trip and will be detailed on the applicable holiday registration form. Your booking will not be secured until the deposit is paid. All credit card payments will incur a fee as shown on the registration form. Please note this fee includes a third party processing charge also.

Acceptance of booking and final payments

Your booking is secured on issue of a confirmation invoice. A contract will exist between you and us from the date we issue the confirmation invoice. All details regarding final payments will be available on the confirmation invoice. If the final payments are not paid on or before the due date we reserve the right to treat your booking as cancelled.

Your details

In order for us to confirm your travel arrangements you must provide all requested details in the registration form. Details may vary for each holiday and they include but are not limited to full name as per passport, passport number, issue and expiry dates (for international travel) and any pre-existing medical conditions and you may have.

Cancellation by the traveller

If you cancel your booking a cancellation fee may apply depending on the cancellation date and the ability for us to obtain a refund from our suppliers. We will endeavour to provide a full refund in the circumstances that the cancellation is made prior to final payments being due.

Cancellation by us

We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events, if it is not viable for us to operate the planned itinerary. If we cancel your trip, you will receive a full refund providing that is available to us from our suppliers. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations and travel insurance excess or non-refundable flights.

Inclusions

The land price of your trip includes:

- accommodation as listed in the Itinerary
- golf and carts or buggy's as listed in the itinerary
- transfers listed in the Itinerary
- sightseeing and some meals as listed in the Itinerary

Exclusions

The land price of your trip does not include:

- flights, unless otherwise stated in the Itinerary
- meals other than those specified in the Itinerary
- visa and passport fees
- travel insurance
- optional golf days
- optional activities and all personal expenses

Age and Health requirements

Our minimum age for all holidays is 18 years. We have no upper age limit. It is your responsibility to ascertain your ability to participate in the holiday activities, none of which are compulsory. It is also your responsibility to obtain proper and detailed medical advice prior to travel for the latest health requirements and recommendations for your destination.

Passport and visas

You must carry a valid passport and obtain all of the appropriate visas, permits and certificates for any international travel. Your passport must be valid for 6 months beyond the duration of the trip. We are not responsible if you are refused entry to a country because you lack the correct passport, visa or other travel documentation.

Travel insurance

Travel insurance is recommended for all of our holiday participants and is mandatory for international travel. Your travel insurance provide cover against personal accident, death, medical expenses and emergency repatriation. We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage, including golf equipment and personal effects. You must provide your travel insurance policy number and the insurance company's 24 hour emergency contact number prior to departure for international destinations. If you have travel insurance connected to your credit card or bank account please ensure you have details of the participating insurer, the insurance policy number and emergency contact number with you.

Change of itinerary

While we endeavour to operate all holidays as described and we reserve the right to change the holiday itinerary due to local circumstances or events outside of our control.

Optional activities

Optional activities not included in the holiday price do not form part of the holiday or this contract.

Photos and marketing

You consent to us using images of you taken during the trip for advertising and promotional purposes and also consent to other holiday participant's sharing their holiday photographs on Shani Waugh Golf Cluster (photo sharing) application. Shani Waugh Golf reserves the right to remove any photograph from Cluster that is unsuitable.

Non golfer and single supplement

We will provide non golfer and single supplement prices on application.

Privacy policy

Any personal information we collect about you may be used for any purposes associated with the operation of the holiday. We will not provide this information to any third party except in association with the holiday. We will otherwise treat your details in accordance with our privacy policy (available for viewing on our website).