

# STANDARD TRANSACTIONAL TERMS AND CONDITIONS

## Definitions

For purposes of these Terms and Conditions:

1.1 "Company" means Glodin Holdings (Pty) Ltd ("**Glodin Travel**"), acting as an intermediary and agent on behalf of clients in procuring travel-related services.

1.2 "Client" means the person, juristic entity, or authorised representative requesting and/or accepting travel services from Glodin Travel.

1.3 "Supplier" means any third party providing travel-related services, including but not limited to airlines, hotels, car rental companies, shuttle operators, tour operators, visa agents, or any other service provider.

1.4 "Services" means all travel management and booking services provided by Glodin Travel.

## Status of Glodin Travel

Glodin Travel acts strictly as an intermediary and agent for the Client in procuring travel services from Suppliers. Glodin Travel does not own, control, or operate any airline, hotel, or other Supplier and shall not be liable for any act, omission, default, cancellation, schedule change, overbooking, insolvency, or policy enforcement by any Supplier. All bookings are subject to the terms and conditions of the relevant Supplier, which shall be binding upon the Client upon confirmation of booking.

## Quotation Clause

### Quotation:

A booking shall only be processed upon written acceptance of the quotation by the Client and receipt of full payment, unless a written credit facility agreement exists. In the event of a credit facility, booking confirmation shall constitute a binding financial obligation on the Client. The Client warrants that the information provided for booking purposes is accurate and complete. Glodin Travel shall not be liable for errors resulting from incorrect passenger details.

## Payment Terms

**Payment:**

Full payment is required prior to ticket issuance or booking confirmation unless otherwise agreed in writing. Failure to make payment within stipulated timeframes may result in automatic cancellation by the Supplier without liability on the part of Glodin Travel. All payments are non-refundable unless expressly provided for under the applicable Supplier fare rules.

## **Cancellation Clause**

**Cancellation:**

All cancellation requests must be submitted in writing. Cancellation shall only take effect once acknowledged in writing by Glodin Travel. Cancellations are strictly subject to the fare rules and policies imposed by the relevant Supplier.

The Client expressly acknowledges that, certain airline tickets are non-refundable, certain bookings may be 100% non-refundable and promotional, discounted, or special fares are commonly non-refundable and non-changeable.

Where a Supplier classifies a booking as non-refundable, Glodin Travel shall bear no liability whatsoever to refund the Client.

## **Non-Refundable Airline Tickets**

The Client expressly acknowledges and agrees that airline tickets are governed by the fare rules of the issuing airline. Where the airline's fare rules stipulate that a ticket is non-refundable, partially refundable or subject to penalties exceeding the ticket value, Glodin Travel shall not be obligated to refund any portion of the ticket price unless and until the airline remits such refund to Glodin Travel.

Glodin Travel shall not be required to advance or substitute any refund amount where the airline declines or refuses a refund. The Client shall have no claim against Glodin Travel for losses arising from the airline's refusal to refund.

## **Refund Clause**

**Refund:**

Refund requests must be submitted in writing. Glodin Travel shall submit refund applications to the relevant Supplier on behalf of the Client. Refunds shall only be processed after approval by the Supplier and upon actual receipt of funds from the Supplier.

Refund processing times are determined solely by the Supplier and may take several weeks or months. GlodinTravel shall not be liable for delays in refund processing by the Supplier.

## **Administration Fee Clause**

### **Administration Fee:**

Glodin Travel reserves the right to charge a non-refundable administration fee for processing cancellations, processing refund applications, amendments or re-issuance of tickets, supplier liaison and dispute follow-up. Such administration fees shall be payable irrespective of whether a refund is approved by the Supplier. Administration fees are separate from and in addition to Supplier penalties.

## **Amendments and Re-Issues**

Amendments are subject to Supplier fare rules and availability. The Client shall be liable for airline change penalties, fare differences and administration fees. Glodin Travel does not guarantee that amendments will be permitted by the Supplier.

## **Force Majeure**

Glodin Travel shall not be liable for any failure or delay arising from events beyond its reasonable control, including but not limited to airline strikes, government travel bans, pandemics, civil unrest or natural disasters. In such circumstances, refunds or credits shall be governed strictly by Supplier policies.

## **Limitation of Liability**

To the fullest extent permitted by law, Glodin Travel's liability shall be limited to the service fees charged by Glodin Travel for the transaction in question. Glodin Travel shall not be liable for consequential or indirect damages, loss of profits, missed connections, visa rejections, immigration issues and supplier insolvency.

## **Indemnity**

The Client indemnifies and holds Glodin Travel harmless against any claim arising from Supplier refusal to refund, airline fare rule enforcement, client cancellation of confirmed bookings, incorrect booking and information provided by the Client.

## **Governing Law**

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of South Africa.