

Terms and Conditions

Pricing and Charges

Wings Travel Bureau does not accept responsibility for any change in prices or variation of services as shown, and all services and prices are subject to change.

Quotes, prices and rates are subject to availability and cannot be guaranteed due to demand and price fluctuations and/or currency fluctuations

Prices will only be confirmed upon receipt of payment by the client

If prices, rates or inclusions vary from your quotation or from an advertised price, we will advise you of any change prior to your booking request and any transaction being processed

Wings Travel will assist clients in making date changes for an additional charge or as per agreement. These charges will be in addition to the already existing fees charged by the supplier which includes airlines or any other third parties. Please be advised that some suppliers may not permit date changes

In accordance with the Airline Billing Settlement Plan, Wings Travel Bureau offers the 'cash on delivery' system on acceptance (by you) of issuance of tickets

No booking shall be deemed to be confirmed until the payment has been received in full by the Supplier

In an unlikely event of flight delays, acts of nature or strikes that is beyond the Company's control, all related expenses (accommodation etc.) due to these unscheduled extensions will be for the Client's account

Invoices are processed immediately and are emailed to the respective email addresses

Credit facilities are not offered

Refunds/Cancellations

No refunds will be made for services once travel arrangements have commenced. No guarantee is provided or warranted that any refund will be available.

Refunds are only provided by Airline companies if they are responsible for the reason of refund. Service fees are not refundable.

Cancellation fees will be specified on the initial quote. Once the tickets are issued, the fees will apply.

Passports/Visas/Documentation

It is the client's responsibility to ensure that the bookings are correct prior to confirmation of reservation and/or payment.

It is crucial that the traveller's full names as provided as per the passport/travel document. Failure to do could result in the traveller being denied boarding due to name mismatch information. Once documents have been issued, name changes are not permitted to airline tickets and any change thereto will require that the ticket/s is submitted for a refund and a new ticket is issued. Any financial penalties imposed by the service provider(s) as a result of name changes will be payable by the Client.

It is the Client's responsibility to obtain any required visas or travel permits for all countries the client will be travelling or transiting through.

It is entirely the Client's duty to ensure that all passports and visas are current, valid, obtained on time and that the Client's passport will be valid for 6 (six) months to 1 (one) year after the Client's return to his/her home country and contains sufficient blank pages (for visa issuance) and that any vaccinations, inoculations, prophylactic (e.g. for malaria) and the like, where required, have been obtained.

We cannot be held responsible for denial of visa applications or delays of visas for any reason whatsoever.

Frequent Flyer Programmes

We shall not hold responsibility for any failure to gain the benefit of a Loyalty Programme on the Client's behalf.

It shall be the sole responsibility of the client to ensure the requirements of such programmes are adhered to.

Important Advisory: Self-Transfer & Separate Tickets

A self-transfer itinerary involves taking two or more flights, often operated by different airlines, in order to reach your final destination. In some cases, your connecting flight may even depart from a different airport than the one you arrive at, requiring you to arrange your own transfer between airports.

Key Considerations and Risks:

- **Separate Tickets:**
Self-transfer flights are usually issued as separate tickets. This means each flight has its own terms and conditions, including cancellation and change policies.
- **No Airline Responsibility for Connections:**
If your first flight is delayed or cancelled, the airline operating your second flight is **not obligated** to assist you. You may miss your onward journey and be required to purchase a new ticket at your own expense.
- **Baggage Handling:**
In most cases, you will need to collect your checked baggage after your first flight and check it in again for your next flight. Baggage allowances may also differ between airlines.
- **Airport & Immigration Procedures:**
You may be required to go through security screening, immigration, and customs at each connection point. Additionally, some countries may require a transit visa, even if you are only passing through.
- **Additional Transfers:**
If your flights operate from different airports, you will be responsible for arranging and funding your transfer between them.

While we will always indicate when an itinerary is a self-transfer, it is important to fully understand what this means before confirming your booking.