
TERMS & CONDITIONS

Treatory Travel (Pty) Ltd from Dates to Destinations

These Terms & Conditions ("Terms") govern the use of services offered by Treatory Travel (Pty) Ltd ("Treatory Travel", "we", "us", "our") via our website, WhatsApp Business, telephone, email, or in person. By submitting an application, deposit, or payment to Treatory Travel, or by engaging our services in any way, the client ("you", "the client") confirms that they have read, understood, and agree to be bound by these Terms.

1. NATURE OF OUR SERVICES

1.1 Treatory Travel is a lifestyle and travel planning company. We design, coordinate and book travel experiences including accommodation, transport, activities, dining and events based on the budget and preferences you provide to us.

1.2 Treatory Travel acts solely as a booking agent / intermediary. We do not own, operate, manage or control any hotel, guesthouse, restaurant, venue, transport operator, airline, activity provider or other third-party supplier ("Service Provider") used in your itinerary.

1.3 All bookings made on your behalf are subject to the individual terms, conditions, availability and pricing of the relevant Service Provider, in addition to these Terms.

2. THE BOOKING PROCESS

2.1 All requests begin with a completed Services Application Form, in which you provide your travel dates, budget, number of travellers and preferences.

2.2 Following receipt of your application, we conduct a short discovery call or WhatsApp conversation to confirm the details of your request.

2.3 We will present a proposed itinerary based on your stated budget, subject to real-time availability and supplier pricing at the time of booking. A quoted or discussed budget does not guarantee final pricing until an itinerary is confirmed.

3. ADMIN / PLANNING FEE

3.1 A once-off, non-refundable admin (planning) fee is payable before we begin sourcing and confirming your itinerary.

3.2 Once your itinerary is accepted and confirmed by you, the admin fee already paid will be deducted from your total budget.

3.3 Should we release a proposed itinerary to you including but not limited to hotel names, accommodation details, restaurant names, event names, or activity providers and you subsequently reject or decline to proceed with that itinerary, the admin fee already paid will not be refunded under any circumstances. This fee covers the time, research and coordination already undertaken on your behalf.

4. PAYMENT TERMS

4.1 Payment for confirmed itineraries may be made in one of the following ways, as agreed with your planner: (a) full payment upfront, (b) a deposit with the balance settled before departure, or (c) an instalment plan, where offered.

4.2 Once full payment has been received and a booking has been confirmed with a Service Provider, that Service Provider's own terms and conditions (including cancellation, amendment, no-show and refund policies) will apply to that portion of your booking.

4.3 Proof of payment must be sent to info@treatorytravel.co.za or via WhatsApp using the client's full name as reference. Bookings are only confirmed once payment has cleared into our account.

4.4 Banking Details Account Name: Treatory Travel (Pty) Ltd | Bank: Standard Bank | Account Number: 10278929115.

5. CHANGES, AMENDMENTS & EXTENDED SERVICES

5.1 Should you request changes to a confirmed itinerary including date changes, accommodation swaps, additional travellers, or added/extended services any resulting price differences, supplier amendment fees, or cancellation penalties will be for your account.

5.2 Where a change requires booking additional or extended services with a new Service Provider, that provider's terms and conditions will apply to the newly booked portion, in addition to these Terms.

5.3 We will always inform you of any additional cost before confirming a change on your behalf, and no change will be processed without your approval.

6. TRANSPORT

6.1 Clients may choose to make use of their own transport or Treatory Travel's coordinated transport service, as indicated on the Services Application Form.

6.2 Where Treatory Travel transport is selected, the client must provide an accurate pick-up address and contact details. Treatory Travel is not liable for delays caused by incorrect or incomplete pick-up information provided by the client.

6.3 Where a third-party transport operator is used, that operator's own terms, conditions and safety policies apply.

7. CANCELLATIONS

7.1 Cancellations by the client must be submitted in writing (email or WhatsApp) to Treatory Travel.

7.2 The admin/planning fee is non-refundable in all circumstances once work has commenced on your itinerary (see Clause 3).

7.3 Refunds for amounts paid toward confirmed bookings (accommodation, transport, activities) are subject to the cancellation policy of the relevant Service Provider. Treatory Travel will pass on only what is refunded to us by the Service Provider, less any admin costs already incurred.

8. LIMITATION OF LIABILITY

8.1 As Treatory Travel does not own or control any Service Provider, we cannot be held liable for, and expressly exclude liability for, any loss, damage, injury, illness, delay, cancellation, service failure, price change, or other event arising from the acts, omissions, negligence, insolvency, or terms and conditions of any third-party Service Provider.

8.2 Treatory Travel's total liability to the client, in any circumstance where liability is found to apply, is limited to the value of the admin/planning fee paid by the client.

8.3 Clients are strongly encouraged to obtain their own comprehensive travel insurance to cover cancellation, medical emergencies, loss of luggage, and related travel risks.

9. FORCE MAJEURE

9.1 Treatory Travel will not be held liable for any failure or delay in performing our obligations where this is caused by circumstances beyond our reasonable control, including but not limited to extreme weather, load-shedding, strike action, civil unrest, pandemic, government regulation, or the insolvency of a Service Provider.

10. CLIENT RESPONSIBILITIES

10.1 You are responsible for ensuring that all information supplied to Treatory Travel (names as per travel documents, contact details, dates, and traveller details) is complete and accurate. We are not liable for costs arising from incorrect information supplied by the client.

10.2 You are responsible for ensuring that all travellers hold valid identification, passports, visas, and any required travel documentation or vaccinations for their destination.

11. PRIVACY

11.1 Any personal information you provide to Treatory Travel is used solely for the purpose of planning, booking and coordinating your travel experience, and is processed in accordance with the Protection of Personal Information Act (POPIA).

11.2 Your information will only be shared with Service Providers to the extent necessary to complete your bookings and will not be sold or shared with unrelated third parties.

12. GENERAL

12.1 These Terms are governed by the laws of the Republic of South Africa.

12.2 Treatory Travel reserves the right to update these Terms from time to time. The version published on our website at the time of your booking will apply.

12.3 If any clause of these Terms is found to be invalid or unenforceable, the remaining clauses will continue to apply in full force.

QUESTIONS ABOUT THESE TERMS?

Contact us on 075 390 7719, email info@treatorytravel.co.za, or message us on WhatsApp Business.