

# BLUE TRAIN RESERVATION FORM

Please complete the form below and fax it back to us on +27 86 55 44 241 or submit it via email to: [info@rcjm.co.za](mailto:info@rcjm.co.za). Having received your reservation request we will book your travel services and then confirm them to you on a detailed itinerary and invoice with payment instructions. Travel documents will be issued once all outstanding payments are settled.

## CONTACT PERSON FOR THIS RESERVATION:

Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Country: \_\_\_\_\_

Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

Agency (if applicable): \_\_\_\_\_ Agency Reg. Nr.: \_\_\_\_\_

## BLUE TRAIN SINGLE JOURNEY DETAILS (COMPLETE IF YOU BOOK TRAIN ONLY):

BLUE TRAIN FROM: \_\_\_\_\_ TO: \_\_\_\_\_ DEPARTURE DATE: \_\_\_\_\_

## BLUE TRAIN PACKAGE DETAILS (ONLY COMPLETE IF YOU BOOK A PACKAGE):

PACKAGE NAME: \_\_\_\_\_

BLUE TRAIN FROM: \_\_\_\_\_ TO: \_\_\_\_\_ DEPARTURE DATE: \_\_\_\_\_

CHOICE OF HOTEL: \_\_\_\_\_ DATE IN: \_\_\_\_\_ DATE OUT: \_\_\_\_\_

FLIGHT REQUIRED FROM: \_\_\_\_\_ TO: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME (+/-): \_\_\_\_\_

**IMPORTANT: A copy of your valid passport / SA ID must be submitted to us in order to confirm air reservations.**

## LIST ADDITIONAL TRAVEL SERVICES (WE ALSO BOOK HOTELS, CARS, SAFARIS, TOURS):

\_\_\_\_\_

## <sup>1</sup> PLEASE ENTER NUMBER AND TYPE OF SUITES YOU WOULD LIKE TO BOOK:

Suite Type 1: \_\_\_\_\_ (number) of De Luxe Suite(s) (4m x 2m) with double bed (1.88m x 1.37m) and ¾ size bath

Suite Type 2: \_\_\_\_\_ (number) of De Luxe Suite(s) (4m x 2m) with twin beds (2 x 1.88m x 0.8m) and shower

Suite Type 3: \_\_\_\_\_ (number) of Luxury Suite(s) (5m x 2m) with double bed (1.88m x 1.37m) and full-size bath

Suite Type 4: \_\_\_\_\_ (number) of Luxury Suite(s) (5m x 2m) with twin beds (2 x 1.88m x 0.8m) and full-size bath

<sup>2</sup> Suite	Title	<sup>3</sup> First Name	<sup>3</sup> Last Name	<sup>4</sup> DOB	<sup>3</sup> Nationality	ID / Passport No.	Mobile Phone

<sup>1</sup> For more than 6 persons kindly use a separate sheet. <sup>2</sup> Type of Suite client is staying in <sup>3</sup> as per ID / Passport <sup>4</sup> DOB = Date of Birth

**SPECIAL DIETARY REQUEST:** (Please advise if any of the passengers have a special dietary requests)

**BRUNCH & DINNER SEATING TIMES:** (tick appropriate box)  1<sup>st</sup> Seating: Brunch 10h30, Dinner 18h30  2<sup>nd</sup> Seating: Brunch 12h30, Dinner 20h30 (subject to availability, please reconfirm with train manager on board).

**MEDICAL CONDITIONS:** (Please advise if any of the passengers have any health issues, allergies or physical disabilities)

**SPECIAL OCCASION:** (Please advise if anyone is celebrating a birthday, anniversary or special event on this journey)

**EMERGENCY CONTACT DETAILS:** (Please advise details (name, phone, and email) of persons to be contacted in emergencies)

**PRE-TRAIN CONTACT DETAILS:** (Please let us know how and where we can contact you the day before our service starts)

**POST-TRAIN CONTACT DETAILS:** (Please let us know who must be contacted if the train runs late)

**DO YOU NEED TRAVEL INSURANCE?** NO:\_\_\_ YES:\_\_\_ please send me a quote (It is advisable to take out adequate insurance)

By completing and submitting this form you and all the passengers listed, will accept and agree to Terms and Conditions for Blue Train Reservations and Packages as set out hereafter or in our correspondence with you. The person signing on behalf of others warrants that he or she has full authority to do so.

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

# TERMS & CONDITIONS – BLUE TRAIN TICKETS & PACKAGES

## RESERVATIONS

Kindly complete the reservation form and email it to [info@rcjm.co.za](mailto:info@rcjm.co.za) or fax it to +27 86 55 44 241. If you need any assistance with your reservation do not hesitate to call us on +27 21 553 8000.

## ADDITIONAL TRAVEL SERVICES

One of our travel consultants would gladly assist you with any additional reservations or suggestions concerning tours, accommodation and safaris in Southern Africa.

## PROVISIONAL RESERVATIONS

Reservations can be held provisionally for the following number of days depending on the date of departure:

\* 6 months or more to departure: 21 days

\* 6-3 months to departure: 17 days

\* 3-2 months to departure: 7 days

\* 2 months or less to departure: 2 days

\* 2 days to departure: pay with reservation

A provisional reservation only becomes guaranteed once full payment has been received. We reserve the right to release any bookings without further notice if payments are not received in time.

## PAYMENT TERMS

All deposit payments are non-refundable and non-transferable. The following deposit and final payment schedule applies:

### Deposit payments for 1 - 4 suites (individuals)

A 25% deposit is payable if your booking is made more than two months prior to departure.

### Deposit payments for 5 suites and more (groups)

A 25% deposit is payable if your booking is made more than six months prior to departure. An additional 25% deposit is payable 3 months prior to travel. A 50% deposit is payable if your booking is made between 6-3 months prior to departure.

### Full payments for 1 - 4 suites (individuals)

Full and final payment is due according to the following schedule:

\* 60-21 days to departure: within 7 working days

\* 20-14 days to departure: within 5 working days

\* 13-7 days to departure: within 3 working days

\* 7-0 days to departure: immediate payment required

### Full payments for 5 suites and more (groups)

Full and final payment is due two months prior to departure. If your booking falls within two months of departure, the full payment is due immediately.

### Private Charter payment terms

\* 6 or more months prior to departure: a 50% non-refundable and non-transferable deposit is payable. Final payment is due two months prior to departure.

\* 6-2 months prior to departure a 50% non-refundable and non-transferable deposit is payable within 30 days of the final quote. The balance is due two months prior to departure.

\* 2 months or less prior to departure, full payment is due upon confirmation.

## FORM OF PAYMENT

All payments are to be made by electronic bank transfer. Credit cards are accepted provided we receive a written authorisation on a prescribed form. We accept Visa Card, Master Card and American Express. A 2% surcharge is levied on credit card payments to cover part of the card fees.

## CANCELLATION POLICY

\* 50% cancellation fee is payable if you cancel your booking more than 60 days prior to departure.

\* 80% cancellation fee is payable if you cancel your booking within less than 60 days prior to departure.

\* We will consider waiving a part of the cancellation fee up to 75% of your fare if you need to cancel due to a medical condition that is preventing you from travelling. A medical certificate will be required.

## CHANGE POLICY

Once a ticket is confirmed, you can change your journey without penalties to an earlier or later date. If the new journey is more expensive you will be required to settle the difference. No refunds will be made if the new ticket is cheaper than the original one.

## INSURANCE AND LIABILITY

The Blue Train shall not be held responsible for damage to, or loss or theft of personal luggage and belongings, nor can they be liable for personal injury, accident, illness or death. The Blue Train shall not be held responsible if circumstances beyond its control lead to an interruption, early termination, or cancellation of any particular trip. Such circumstances shall include, but not be limited to; instances of vis major / force majeure and / or casus fortuitous (natural causes such as floods and other natural disasters, fortuitous and unforeseen events, etc.). We strongly urge clients to adequately cover for any eventualities with their insurance agent. We recommend

that clients purchase trip cancellation insurance to cover themselves in the unlikely event of a late cancellation or loss.

## JOURNEY CONDITION

The Blue Train undertakes to use its best effort to convey the guests and their luggage in accordance with The Blue Train time table (as amended from time to time). The Blue Train shall not be liable for any damages resulting from guests losing a connection or deadline due to delays and other unforeseen circumstances prior or during the journey. If there is a delay on the journey, the guest is requested to communicate his personal requirements to the Train Manager in order to enable The Blue Train to render such assistance as may be available in the sole discretion of the carrier in this regard. In the event that The Blue Train service is delayed due to unforeseen circumstances, a representative of The Blue Train shall inform the guests and their booking agents timeously of such delay. In the event that The Blue Train fails to provide a train trip on a specified agreed date and time, The Blue Train shall:

a) Refund to the guest, or their agents the amount paid to The Blue Train in respect of that reservation;

b) Compensate the guest for costs directly incidental to The Blue Train's breach of contract on submission of proof of such by the guest;

c) The Blue Train may also arrange to supply the guest with similar services of the same quality, class or nature on another date.

## CHILDREN POLICY

Children aged 5 years or younger sharing a suite with their parents travel free of charge (maximum of two children per suite). Due to space constraints, The Blue Train will not be able to accommodate any additional bed and / or mattress or a cot in the suite to accommodate the infant / children. Children will have to share the bed / beds with their parents / guardians. Should this pose a problem, The Blue Train recommends that guests book an additional suite (Children's rate applicable). Children between 6 and 11 years of age pay 50% of the adult rate and are accommodated in a separate suite. Children 12 years and older pay the full adult rate per person sharing and will be accommodated in a separate suite. No special meals are available for children and / or infants on the train. Children should be kept under strict adult supervision of either their parents / guardians and should not inconvenience other guests. Children are not allowed in the Club Car as this is a smoker's area and is hazardous to their health. The guardian or parents traveling with the children need to sign the child policy before boarding the train.

## DANGEROUS GOODS

For safety reasons no guest is allowed to bring dangerous goods such as firearms, flammable substances, fireworks, poisonous or toxic substance on board The Blue Train unless special arrangements have been made prior to departure and written permission of such arrangement has been given by The Blue Train management to the guest.

## PETS

No pets are allowed.

## LUGGAGE

It is advisable to pack an overnight bag for the journey, as only a limited amount of luggage can be stored in the suite. Butlers will store additional luggage in the luggage car. Although great care will be taken, it is recommended that luggage be insured and securely locked. The guests should at all times have their valuables securely locked away/packaged or within easy reach.

## LEGAL CAPACITY

Guests: The guest warrants that they have the authority and legal right to execute, deliver and perform the obligations imposed on it in terms of this transaction and, that any obligations arising from this transaction are valid and binding on the guest.

Agents / Operators: The agents who book trips on The Blue Train on behalf of guests warrant that they have the necessary mandate to enter into such transactions on behalf of the guests.

## GENERAL

These terms and conditions shall not be amended or waived unless this is done in writing and signed by The Blue Train Account Executive in person. These terms and conditions shall be subject to and construed in terms of South African law and South African courts shall have sole jurisdiction in all matters pertaining to this contract. The conditions will be deemed to have been accepted and will be in force upon confirmation of the booking.

## BLUE TRAIN DRESS CODE

During the day the dress code is smart casual. In keeping with tradition, it is a compulsory custom to dress formal for dinner.

Eveningwear is elegant and gentlemen are requested to wear a jacket and tie.

## PRICING

We believe that the information given and prices quoted are correct. However errors and omissions can occur and are herewith excluded. All our quotes are subject to change and availability at the time of final booking, and we reserve the right to increase prices in the case of increases in general and/or public tariffs, or in the case of unexpected price increases beyond our control, forced on us by service providers and hotels used for your itinerary.

## AIRLINE TICKETS AND THIRD PARTY TRAVEL SERVICES

Quotes including airline tickets and third party travel services are subject to change and availability until the service provider has received full payment from us for such services. Airline and third party service provider conditions may differ from what is contained herein.

## PASSPORT AND VISAS

Valid passports are required for all international destinations. It is recommended that you check requirements for each country that you will travel to for the latest passport and visa requirements. Passports must be valid for six (6) months after the return of your journey and should also have sufficient blank pages for visas and immigrations stamps. We cannot be held responsible should you be denied entry to a country due to non-compliance with these requirements. A copy of your valid passport must be submitted to us in order to confirm air reservations.

## MALERIA & YELLOW FEVER

Please be advised to, where necessary, take precautions against malaria prior to the commencement of your holiday. We recommend you contact your pharmacist or health practitioner for advice as to if and which prophylactic is recommended for the region you are going to visit. Clients travelling from Zambia to South Africa must be in the possession of a valid yellow fever vaccination certificate.

## SPECIAL REQUESTS

Specific requests such as adjacent or connecting rooms, bedding requests, smoking rooms and special dietary needs should be advised at time of booking. Please note that every effort will be made to secure a special request, however, it cannot be guaranteed in advance of travel.

## LIMITS ON OUR RESPONSIBILITY

RCJM Travel & Tours CC, South Africa, its employees, shareholders, officers, directors, successors, agents and assigns (collectively RCJM), does not own or operate any entity which is to or does provide goods or services for your trip. It purchases transportation (by aircraft, coach, train, vessel or otherwise), hotel and other lodging accommodations, restaurant, ground handling and other services from various independent suppliers. All such persons and entities are independent contractors. As a result RCJM is not liable for any negligent or wilful act of any such person or entity or of any third person. In addition and without limitation, RCJM is not responsible for any injury, financial or physical loss, death, inconvenience, delay or damage to personal property in connection with the provision of any goods or services whether resulting from but not limited to acts of force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labour activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of aircraft or other means of transportation or for failure of any transportation mechanism to arrive or depart on time. There are risks involved in travel (especially adventure travel), which can lead to illness, injury, or even death. Passenger assumes all such risks associated with participating in such travel arrangements.

**ANY PAYMENT TO RCJM TRAVEL & TOURS CC CONSTITUTES YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS SET OUT HEREIN.**

## CONTACT DETAILS FOR RCJM:

Tel: +27 21 553 8000,

Email: [info@rcjm.co.za](mailto:info@rcjm.co.za)

Company Registration Number: CK1996/018986/23

VAT: 4460204243

ASTA Membership number: 900131088

