

TERMS & CONDITIONS

Xpress Travel Solutions (PTY) LTD
Registration No. 2025/273634/07

(Version 1.3 - Updated on: 26/06/2025)



Acceptance of our Terms & Conditions

By using the services provided by Xpress Travel Solutions, you confirm that you have read, understood, and agreed to these Terms and Conditions. These terms are binding and govern your relationship with Xpress Travel Solutions. If you do not agree with any part of these terms outlined below, you are advised to discontinue the use of our platform and its services.

Terms and Conditions – General Notice

These Terms and Conditions govern the use of all services provided by Xpress Travel Solutions, including but not limited to flight and hotel bookings, visa assistance, work abroad services, study abroad services, and travel insurance.

By accessing, registering for, or using any service provided by Xpress Travel Solutions—either directly or through affiliated platforms—you confirm that you have read, understood, and agreed to be bound by these Terms and Conditions.

These Terms and Conditions form a legally binding agreement between you (the client) and Xpress Travel Solutions (Pty) Ltd, and apply to all services unless stated otherwise in a separate written agreement. If you do not agree to any of the terms outlined below, you are advised to discontinue the use of our platform, and its services.

Agency Disclaimer

Xpress Travel Solutions acts solely as a facilitation and advisory service provider. We do not issue visas, offer employment, provide educational placements, or operate travel or accommodation services directly. Our role is limited to assisting clients with the preparation, submission, and processing of applications to third-party entities such as embassies, educational institutions, employers, insurers, and travel booking platforms.

All final decisions regarding approvals, placements, bookings, or outcomes rest entirely with the relevant third-party providers. Xpress Travel Solutions shall not be held responsible for any decisions, delays, rejections, or changes made by a third party.

By using our services, you acknowledge and accept that we operate as an intermediary and not as the final service provider.

Third-Party Services Disclaimer

Xpress Travel Solutions makes use of trusted third-party platforms to enhance and support our service offerings. These include, but are not limited to:

- Skyscanner, which powers our self-service flight and hotel booking platform
- Google Forms, which we use to collect information for applications, registrations, and promotions

By using these services through our website, links, or platforms, you acknowledge and agree to the following:

1. You may be redirected to external websites that are not operated or controlled by Xpress Travel Solutions.
2. These third-party platforms have their own terms of service and privacy policies, which govern your use of their services.
3. Xpress Travel Solutions is not responsible or liable for the accuracy, availability, or content of third-party websites. Any technical errors, service disruptions, or data issues arising from the use of third-party tools. Any loss, damage, or dispute resulting from interactions with third-party providers
4. Your use of these platforms is entirely at your own discretion and risk.

We recommend reviewing the terms & conditions and privacy policy of any third-party service you engage with via our website or communications.

Use of False or Misleading Documentation

The submission of any false, misleading, or fraudulent documents or information is strictly prohibited. This includes—but is not limited to—identity documents, academic qualifications, employment history, financial records, or any material relevant to an application.

By using our services, you agree that:

- You are solely responsible for the authenticity and accuracy of all documents submitted
 - Xpress Travel Solutions reserves the right to terminate all services if any form of dishonesty is identified
 - We may report the submission of fraudulent or falsified documents to relevant embassies, immigration authorities, educational institutions, or legal bodies
 - Legal consequences may include visa refusal, entry bans, blacklisting, and civil or criminal charges in South Africa or abroad
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Travelling with children

The Department of Home Affairs has issued requirements in respect of all South African children under the age of 18 (eighteen) years old who travel internationally in and out of South Africa. The ages of children and infants travelling must relate to the dates of travel. There are additional requirements if the child is travelling with only one parent, with neither biological parent, or unaccompanied. Failure to provide this information on check in will result in passengers being denied boarding. Please refer to the Department of Home Affairs website for information on minors travelling internationally <http://www.dha.gov.za/>

Use of our social media and its content

You agree that your use of our social media pages which include but are not limited to Facebook pages, Instagram, or Tik Tok will not be defamatory, unlawful, obscene, offensive, hateful, abusive, inflammatory, threatening, invasive of anyone's privacy, or otherwise contain objectionable comments and/or content. We do not tolerate any form of discrimination on grounds of race, sex, nationality, disability, religion or belief, sexual orientation, gender identity, being a transgender person, or age. We reserve the right to remove any comment, thread or content without prior warning to you. We also reserve the right to bring legal proceedings against any individual for a breach of these rules or law generally, or take such other action as we reasonably deem appropriate.

Single discretionary allowance

In accordance with the South African Exchange Control Regulations, you confirm that you are aware that the single discretionary allowance limit is R 1,000,000.00 for adults and a travel allowance limit of R 200,000.00 for children under the age of 18 (eighteen) years old, per calendar year, and that the booking you make with us will not exceed your single discretionary allowance.

Important Travel Documentation Notice

Before travelling—whether domestically or internationally—it is essential that you ensure you have all your valid and required travel documents readily available.

This includes (but is not limited to):

- A valid passport
- Applicable visas for your destination(s)
- Flight and accommodation confirmations
- Proof of vaccination or health documents (if required)
- Unabridged birth certificates and supporting documents when travelling with minors abroad

Failure to produce any of the necessary documents may result in denied boarding, entry refusal, or delays at border control. It remains the traveller's responsibility to check and comply with the entry requirements of the destination country.

Xpress Travel Solutions strongly advises all clients to double-check their documentation well in advance and reach out to relevant authorities if unsure.

Competitions and Promotions

Eligibility: Competitions are open to South African residents aged 18 and older unless otherwise stated. Employees of Xpress Travel Solutions and their immediate families are not eligible to enter.

Entry Requirements: All entry requirements, including following social media accounts, tagging, and sharing content, must be completed in full for entries to be valid.

Prizes: Prizes are not transferable, exchangeable, or redeemable for cash. Xpress Travel Solutions reserves the right to substitute the prize with one of equivalent value if necessary.

Voucher Usage: Travel vouchers may only be redeemed through Xpress Travel Solutions and may be used toward eligible services such as flights, hotel bookings, visa fees, or travel insurance, as specified.

Voucher Validity: Vouchers won are valid for a period of 12 months from the date that a winner has been announced publicly.

Winner Selection: Winners will be selected at random and announced via the platform on which the competition was held. Xpress Travel Solutions' decision is final, and no correspondence will be entered into.

Rights & Publicity: By entering, participants grant Xpress Travel Solutions the right to publish their name and/or image for promotional purposes related to the competition, without additional compensation.

Disqualification: Xpress Travel Solutions reserves the right to disqualify any entrant who violates the competition rules or attempts to manipulate the entry process.

Changes & Cancellations: Xpress Travel Solutions reserves the right to modify, suspend, or cancel the competition at any time without notice due to unforeseen circumstances.

Running Dates: Competition running dates may vary, and each campaign may have its own start and end period, as communicated on our social media or promotional material.

Table of Contents

General Statement

- Terms and Conditions Overview
 - Legal Agreement and Acceptance
-

1. Flight & Hotel Booking Services

- 1.1 Service Overview
 - 1.2 Booking Accuracy and Responsibility
 - 1.3 Prices and Availability
 - 1.4 Payments and Confirmation
 - 1.5 Changes, Cancellations and Refunds
 - 1.6 Liability
 - 1.7 Client Responsibilities
 - 1.8 Data Protection and Privacy
-

2. Travel Insurance Services

- 2.1 Service Overview
 - 2.2 Third-Party Insurance Providers
 - 2.3 Quotation and Application Process
 - 2.4 Premiums and Payments
 - 2.5 Policy Documentation
 - 2.6 Claims and Support
 - 2.7 Liability Disclaimer
 - 2.8 Client Responsibilities
 - 2.9 Data Protection
-

3. Visa Application Services

- 3.1 Service Overview
 - 3.2 Client Responsibility
 - 3.3 Fees and Payments
 - 3.4 No Guarantee of Approval
 - 3.5 Processing Times
 - 3.6 Document Handling
 - 3.7 Limitation of Liability
 - 3.8 Data Protection
-

4. Work Abroad Services

- 4.1 Service Overview
 - 4.2 Profile Registration
 - 4.3 Documentation Requirements
 - 4.4 Job Applications
 - 4.5 Additional Support
 - 4.6 No Guarantees
 - 4.7 Liability Disclaimer
 - 4.8 Refund Policy
 - 4.9 Data Protection
-

5. Study Abroad Services

- 5.1 Service Overview
 - 5.2 Profile Registration
 - 5.3 Application Assistance
 - 5.4 Admission and Communication
 - 5.5 Additional Support
 - 5.6 No Guarantee of Outcome
 - 5.7 Liability Disclaimer
 - 5.8 Refund Policy
 - 5.9 Data Protection
-

1. Flight & Hotel Booking Service

These Terms and Conditions govern the use of our Flight and Hotel Booking Services provided by Xpress Travel Solutions, and Skyscanner. By using these services, you agree to be bound by the terms outlined below. If you do not agree, please refrain from using our booking platform.

1.1. Service Overview

Xpress Travel Solutions provides access to flight and hotel bookings powered by Skyscanner. All bookings are facilitated via trusted third-party providers. Xpress Travel Solutions does not operate or manage any airline or accommodation facility directly.

1.2. Booking Accuracy and Responsibility

- Clients are responsible for ensuring the accuracy of all booking details (e.g., passenger names, dates, destinations)
 - Once a booking is confirmed, changes may be subject to the service provider's policies
 - Xpress Travel Solutions acts as a facilitator and cannot alter, override, or guarantee changes to third-party services
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1.3. Prices and Availability

- All prices displayed are subject to change without notice and depend on real-time availability
 - Currency conversions may apply and are determined by the service provider
 - Promotions or discounts may have limited validity and are subject to availability
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1.4. Payments and Confirmation

- Payments are securely processed through Skyscanner or affiliated third-party platforms
 - Xpress Travel Solutions is not liable for delays or failures in payment processing that occur on external platforms
 - Booking confirmations are issued by the third-party provider and must be retained by the client
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1.5. Changes, Cancellations and Refunds

- All requests for changes, cancellations or refunds are subject to the specific terms and conditions of the airline or hotel provider
 - Xpress Travel Solutions cannot guarantee refunds or amendments once a booking has been processed
 - Any applicable cancellation or administration fees are the responsibility of the client
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1.6. Liability

Xpress Travel Solutions is not liable for:

- Flight delays, cancellations, overbookings or service disruptions
- Errors in accommodation quality, amenities or provider practices
- Visa denials, documentation issues or missed travel dates
- Loss of personal belongings or travel documents

Clients are encouraged to obtain travel insurance to cover unforeseen events.

1.7. Client Responsibilities

Clients must:

- Provide accurate and complete information when making a booking
 - Ensure all personal, visa and health documentation is in order
 - Adhere to airline and accommodation policies
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1.8. Data Protection and Privacy

Personal information is collected and processed in accordance with South African data protection laws. For more information, refer to our Privacy Policy.

2. Travel Insurance Services

These Terms and Conditions govern the use of our Travel Insurance Service offered by Xpress Travel Solutions. By using these services, you agree to be bound by the terms outlined below. If you do not agree, please refrain from using our platform, and its services.

2.1. Service Overview

Xpress Travel Solutions assists clients by providing travel insurance quotations through trusted third-party providers. Our role is to help clients identify and apply for appropriate insurance cover based on their travel needs. We do not issue insurance policies ourselves.

2.2. Third-Party Insurance Providers

- All travel insurance policies are underwritten and issued by registered insurers
 - Xpress Travel Solutions is not responsible for any claim decisions, policy conditions, or limitations imposed by the insurance provider
 - Clients are responsible for reviewing and understanding the full terms and coverage of the selected policy before purchase
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2.3. Quotation and Application Process

- Clients must provide accurate and complete information to receive an insurance quotation
 - Quotes are based on the information submitted and may change if incorrect or incomplete details are later discovered
 - Xpress Travel Solutions is not liable for any discrepancies arising from inaccurate client-provided data
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2.4. Premiums and Payments

- All premiums are set by the third-party insurance provider
 - Payment processing and receipt issuance are managed by the provider or their authorised partner
 - Xpress Travel Solutions does not collect or process premium payments directly
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2.5. Policy Documentation

- Once a policy is issued, all relevant documentation (certificate of insurance, terms of cover, claim procedures) will be provided directly by the insurance provider.
 - Clients are encouraged to review these documents thoroughly and keep a copy for the duration of their trip
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2.6. Claims and Support

- All claims must be submitted directly to the insurance provider, following their specific procedures
 - Xpress Travel Solutions is not involved in the claims process and cannot influence claim outcomes
 - We may provide guidance on how to contact the provider but do not serve as an intermediary in disputes or claim assessments
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2.7. Liability Disclaimer

Xpress Travel Solutions shall not be held liable for:

- Denied claims or policy disputes
 - Limitations, exclusions, or delays imposed by the insurance provider
 - Financial losses resulting from uninsured events
 - Errors in third-party documents or systems
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2.8. Client Responsibilities

- Clients are responsible for ensuring their selected cover matches their travel plans, visa requirements, and personal risk profile
 - It is the client's responsibility to disclose any pre-existing medical conditions, where applicable
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2.9. Data Protection

All personal data is processed in accordance with the Protection of Personal Information Act (POPIA) and handled with confidentiality. Please refer to our Privacy Policy for more information.

3. Visa Application Services

These Terms and Conditions apply to our Visa Assistance Service offered by Xpress Travel Solutions. By using these services, you agree to be bound by the terms outlined below. If you do not agree, please refrain from using our platform, and its services.

3.1. Service Overview

Xpress Travel Solutions provides professional assistance to clients applying for visas to travel, work, or study abroad. Our service includes support with:

- Completing visa application forms
- Preparing and reviewing required documentation
- Booking appointments (where applicable)
- Submitting applications to relevant embassies or consulates (where permitted)

We do not issue visas and are not affiliated with any embassy, consulate, or immigration authority.

3.2. Client Responsibility

Clients are responsible for:

- Providing complete, honest, and accurate information
- Submitting all required documents in the specified format
- Informing us of any prior visa refusals, criminal records, or other relevant history
- Keeping copies of submitted documentation for personal records

Xpress Travel Solutions shall not be held liable for any visa rejection caused by errors, omissions, or withheld information provided by the client.

3.3. Fees and Payments

- A once-off service fee is charged by Xpress Travel Solutions to assist with the visa application process
 - This fee does not include embassy, courier, medical, or biometric fees, all embassy fees can be found on our website under the “Visa Services” tab, and has to be paid together with service fee charged by Xpress Travel Solutions
 - All service fees are non-refundable, regardless of the outcome of the visa application
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3.4. No Guarantee of Approval

Visa approval is entirely at the discretion of the issuing embassy, consulate, or immigration authority. Xpress Travel Solutions does not guarantee approval, processing time, or entry to any country. We assist clients by ensuring the application is correctly and professionally prepared, but final decisions remain outside our control.

3.5. Processing Times

Estimated processing times are provided based on publicly available information but may vary due to:

- Embassy workload
- Political or public health changes
- Incomplete or delayed documentation

Xpress Travel Solutions shall not be held responsible for delays in visa processing.

3.6. Document Handling

- All original documents remain the property of the client
 - We may request copies of documents to be kept securely on file for administrative use during the service period
 - Once the service is complete, clients may request that all digital records be deleted
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3.7. Limitation of Liability

Xpress Travel Solutions is not liable for:

- Visa denials
- Delays caused by embassies or third parties
- Lost documentation due to postal or courier services
- Costs or damages resulting from denied entry or refused applications

Clients are strongly encouraged to obtain travel insurance to cover unforeseen circumstances.

3.8. Data Protection

All personal data is processed in accordance with the Protection of Personal Information Act (POPIA) and handled with confidentiality. Please refer to our Privacy Policy for more information.

4. Work Abroad Services

These Terms and Conditions apply to Work Abroad Service offered by Xpress Travel Solutions. By using this service, you agree to be bound by the terms outlined below. If you do not agree, please refrain from using our platform, and its services.

4.1. Service Overview

Xpress Travel Solutions is not a recruitment agency. We do not offer employment, but instead assist clients in applying for job opportunities abroad. Our services include:

- Job profile registration
- Application assistance
- CV submission to partnered opportunities
- Visa and permit guidance post-job offer

Final employment decisions are made solely by the hiring companies or organisations abroad, and visa approval is not guaranteed by Xpress Travel Solutions.

4.2. Profile Registration

To use our work abroad service, clients must:

- Complete a formal application
- Provide a valid CV and supporting documents
- Pay a once-off non-refundable administration fee

Profile validity is for a period of 3 months, during which clients may submit 1 job application per week.

4.3. Documentation Requirements

Clients must ensure all documents submitted are:

- Accurate and truthful
- Translated and certified (if required)
- Updated as needed (e.g., passport, qualifications, certificates)

Xpress Travel Solutions is not responsible for delays caused by incomplete or incorrect submissions.

4.4. Job Applications

- Xpress Travel Solutions does not guarantee job placement or interviews
 - We match clients with available opportunities and submit applications on their behalf, based on the eligibility and suitability of the role
 - All communication, selection, and employment offers are handled directly by the employer
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4.5. Additional Support

After a job is secured, we may offer support with:

- Visa applications
- Work permits
- Document preparation
- Travel arrangements (at an additional cost)

These services are charged separately and are not included in the initial administration fee.

4.6. No Guarantees

- Employment is at the full discretion of the overseas employer
 - We cannot guarantee response times, job placement, visa approval, or success of any application
 - Clients understand that the international job market is competitive and subject to change
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4.7. Liability Disclaimer

Xpress Travel Solutions shall not be held liable for:

- Rejected job applications
- Visa refusals or immigration issues
- Employment disputes, cancellations, or termination
- Losses resulting from reliance on our services

Clients are advised to perform their own due diligence before accepting any employment offer.

4.8. Refund Policy

- The R600.00 registration fee is non-refundable under all circumstances
 - No refund will be provided for unsuccessful applications, withdrawals, or delays
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4.9. Data Protection

All personal data is processed in accordance with the Protection of Personal Information Act (POPIA) and handled with confidentiality. Please refer to our Privacy Policy for more information.

5. Study Abroad Service

These Terms and Conditions apply to our Study Abroad Service offered by Xpress Travel Solutions. By using these services, you agree to be bound by the terms outlined below. If you do not agree, please refrain from using our platform, and its services.

5.1. Service Overview

Xpress Travel Solutions is not an educational institution or a recruitment agent. We provide support and administrative assistance to clients applying to study abroad. Our services include:

- Application form assistance
- Submission of documentation to educational institutions
- Guidance on visa application requirements
- General support throughout the application process

Acceptance into an institution and visa approval are not guaranteed by Xpress Travel Solutions.

5.2. Profile Registration

- Clients must complete a Study Abroad Application Form and submit all required documents (passport, academic records, CV, etc.)
 - A once-off non-refundable administration fee is required to register a profile and access support services
 - Each profile is valid for 3 months, during which the client may submit one application per week through Xpress Travel Solutions
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5.3. Application Assistance

We assist with:

- Identifying suitable academic programmes
- Completing and reviewing application forms
- Submitting required documentation (where authorised)
- Clarifying entry requirements and deadlines

Clients are responsible for ensuring the accuracy and completeness of their documents.

5.4. Admission and Communication

- All admission decisions are made solely by the institution or university abroad
 - We do not influence or fast-track admission processes
 - Clients may be required to correspond directly with the institution during or after the application process
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5.5. Additional Support

Upon acceptance, Xpress Travel Solutions can assist with:

- Visa application preparation
- Travel and accommodation guidance
- Documentation checklists

These services are billed separately and are not included in the profile registration fee.

5.6. No Guarantee of Outcome

Xpress Travel Solutions does not guarantee:

- Admission to any institution
- Scholarship or funding awards
- Visa approval or issuance
- Timely responses from institutions or consulates

All outcomes depend on the client's profile and the policies of external institutions and immigration authorities.

5.7. Liability Disclaimer

Xpress Travel Solutions shall not be held liable for:

- Denied admission, delayed responses, or lost opportunities
- Visa rejections or travel delays
- Changes in academic programme availability or requirements
- Inaccurate or falsified information provided by the client

Clients must take full responsibility for the accuracy of their submitted information and documentation.

5.8. Refund Policy

- The R600.00 registration fee is non-refundable under all circumstances
 - No refund will be provided for unsuccessful applications, withdrawals, or delays
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5.9. Data Protection

All personal data is processed in accordance with the Protection of Personal Information Act (POPIA) and handled with confidentiality. Please refer to our Privacy Policy for more information.
