



Frequently Asked Questions

Everything you need to know about how our Travel Club Membership Plan works

1. How does Membership' payment plan work?

A deposit can also be made of **R 500.00** to open the plan, and the rest of the balance paid in full before departure date. However, deposit **minimum can be R300 atleast**. Monthly payments to the Travel Club will then apply either through a debit order or EFT or whichever way customer prefers based on the 2 methods.

You pay a monthly instalment over time. Membership Plan term varies from 12- 24 months and offer Membership Rewards per Plan . Buy a Membership Plan with Us if you do not have enough funds to fund your trip and vacation. In other words, you save monthly with us for your trip for a period of 6-24 months(Maturity) .There are no interest charges or hidden fees.

Buying a Membership Plan or joining our Travel Club means that you agree to and are a party to a **Contract between yourself and Kasi Drive and Tours (Pty) Ltd** and this is legally binding.

2. What happens if I default on my payments?

We'll retry the payment again . A grace period will be allowed of 7 days for payment delay.

3. How can I book a trip?

We will do the travel bookings on your behalf and hassle-free based on your preferences. We will handle all your bookings and notify you of your confirmed travel booking via email or SMS or Call.

4. When can I start my trip or book a trip?

Your reservation request is triggered and can start immediately after your Final payment. You'll be able to book for your planned trip to any destination of your choice after your instalment plan is complete. Your trip is guaranteed

Step 1. Decide on your Travel Dates after the Membership Plan has matured.

Step 2. Contact us to make your Travel Bookings and apply for a booking request

5. What is included in the Membership Plan(Benefits)?

- Accommodation , level of accommodation is dependent on plan chosen (e.g. standard room, comfort, or luxury suite etc.)
- Meals are subject to availability of the offer at the property chosen and can be added, however **meals are not included** in the membership plans(except breakfast in some plans)
- Transportation(Road or flight) specific to the plan chosen
- *Membership Rewards*- contact us for more information on this.

6. What happens if I miss a payment?

We'll send you friendly reminders before any payment is due. If you miss a payment, we'll contact you to reschedule. Our goal is to work with you, not against you. We want you to travel!

7. Can I change my payment schedule?

Yes! Contact our customer support team and we'll help adjust your payment plan to better fit your circumstances. We understand that life happens and we're here to help.

8. Are there any additional fees for trip booked?

No hidden fees, ever. You pay exactly the membership plan price shown or determined by us. The only additional costs would be standard airline fees (like baggage or seat selection) which are clearly disclosed upfront, on airline bookings.

Extra Charges on accommodation properties will be covered by the Membership Plan (like upfront damage fee, key etc)

Cancellations Policy will be applied and is provided to our valuable customers on plans however different cancellation policy is applied to *Confirmed* booking reservations by Hotel or vendor suppliers.

Contract Terms and Conditions will apply, and 5% commission will be charged on each travel booking/reservation made by us.

9. Is my payment information secure?

Absolutely. We use bank-level encryption and partner with **Payfast by Network**, a leading payment processor trusted by millions of businesses worldwide. Your financial information is completely protected.

10. What airlines do you work with?

We partner with major airlines worldwide including British Airways, Emirates, Air France, Lufthansa, American Airlines, Delta, and many more. You'll have access to the same flights available everywhere else.

11. Can I book for multiple passengers?

Yes! You can book for up to 4 passengers/travellers on a single payment plan, however this is dependent on Membership Plan chosen /or purchased. All passengers will be included in your instalment schedule, making group travel more affordable.

Group plans are available for +5 travellers. Contact us for more information

12. Where/when is the Membership Plan Applied?

Membership plans are unlimited and for **Coastal cities ie. Durban, Port Elizabeth ,Cape Town etc.** where there is a beach and on the coastline; and **inland travel only ie. (Gauteng, Limpopo, Northwest, Free State, and Mpumalanga). Not for International Travel for now.**

Membership plan is valid only for 2 trips only or based on funds available only and can be applied for our scheduled events /and or tours.

13. What happens if I want to terminate my membership and Membership Plan?

We offer a 100% money-back guarantee. If for any reason you're not satisfied with our services or change your mind within 180 days of purchasing the membership, we'll refund your **full membership fees paid**, no questions asked. However we will deduct 1 months Account Service Fees from money paid.

Contact us immediately for any financial challenges experienced and we will wait on you. However you are free to cancel anytime, Cancellation will be processed only if requested **in writing within 30 days advance notice in writing**

Membership can be terminated provided notice is communicated in advance and in writing

Travel Club Membership Terms and Conditions Applicable!