

# RENNIES BCD MEETINGS & EVENTS (M&E)

STANDARD TERMS & CONDITIONS

2024/2025

**FOR OFFICE USE ONLY**

VERSION 1.2

25 OCTOBER 2024

CORPORATE COMMUNICATIONS

# STANDARD TERMS AND CONDITIONS PREAMBLE

In these Terms and Conditions, unless the context clearly indicates to the contrary, the following words and expressions shall bear the meaning hereinafter assigned to them:

“The Company” or “Rennies BCD M&E” shall mean Rennies Travel (Pty) Ltd trading as Rennies BCD Meetings and Events, and/or anyone acting for or on behalf of the Company, provided such person has been duly authorised and is acting within his or her scope of duty.

“The Client” shall mean the person who uses the services of the Company including, but is not limited to, a person who applies for his own use or benefit or on behalf of any other person.

“The Conditions” shall mean these terms and conditions and those of the Company, where applicable.

## 1. VALIDATION PERIOD:

The amounts as per the quote are only valid for the period as per below:

- For group bookings: Validity is prescribed by our suppliers (airlines; hotels; transportation services) and such validity is advised on each quotation.
- For individual bookings: As prescribed by applicable supplier.
- All quotations, whether for groups or for individuals, remain subject to rate of exchange fluctuations and may incur alignment calculations during and post any transaction/project.

## 2. ACCEPTANCE AFTER VALIDATION PERIOD EXPIRES:

The amounts as per the quotation are subject to change based on one or more of the following variables:

- Fluctuations in the rate of exchange.
- Availability and cost of flights, accommodation and services at the time of confirming booking.
- Changes to the group size.
- Changes in Airport Taxes at the time of confirming the booking.
- Any other costs and/or fees at the time of confirming the booking.

## 3. PRICES:

- Prices include VAT (where applicable).
- Prices are based on current rates as supplied/sourced by RenniesBCD M&E at time of quotation.

## 4. FEE STRUCTURE:

- RenniesBCD M&E charges a management fee for all bookings, unless otherwise specified in a contracted corporate agreement to the contrary.
- The management fee is calculated as a percentage based on the total value of the booking.
- RenniesBCD M&E's management fee includes the cost of quoting on three destinations / venues. Any additional proposals will be subject to additional charges.
- RenniesBCD M&E's management fee allows for only three amendments per booking worth less than R100 000.00. Any additional changes will be subject to additional charges.
- A surcharge will be added to all last-minute bookings at an amount of R600.00 per booking if less than four working days' notice is provided to RenniesBCD M&E.
- Any after-hours changes to flights or land services will be subject to an additional fee being charged at a rate of R400.00 per call / per person.

## 5. TERMS & CONDITIONS

\*Rate of exchange is subject, daily, to change until full payment is received. All items are subject to availability; advised as available at time of quotation but not held.

### 5.1. Excludes:

Any item or cost not specifically included in the cost analysis.

### 5.2. Optional rates:

Optional items are not included and are only supplied as a guideline.

### 5.3. Unplanned Changes

Rennies BCD is not liable if a significant change is made for reasons beyond our control. These include (but are not limited to): force majeure, war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, and changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar event.

### 5.4. Salvatory clause

If any of the above provisions are or become invalid, the remaining provisions shall be unaffected by this. The invalid provision shall be replaced by a provision which best approximates of the intended business purpose of the provision to be replaced.

## 5.5. Cancellation Policy

Cancellation policy varies from supplier to supplier. These terms and conditions are available from Rennies BCD when the booking is made.

\*Errors and omissions excepted (E&OE)

## 6. PAYMENT TERMS

50 % Deposit on acceptance

30% Three Months prior to departure 20% One month prior to departure

All extra charges incurred during Group travel will be charged with additional Management Fee.

### 6.1. Standard Payment Terms - Incentives, Conferences, Meetings & Events

- 50% deposit on acceptance of quotation.
- Per below, this deposit value is the minimum requirement and remains subject to supplier conditions per project contract
- Full balance settlement 8 weeks prior to travel. *\*\*If your reservation is confirmed within an 8-week prior lead time, 100% would be payable.*
- 50 % Deposit on acceptance
- 30% Three Months prior to departure
- 20% One month prior to departure

All extra charges incurred during Group travel will be charged with additional Management Fee.

- The above standard payment schedules may vary depending on supplier payment requirements. Client will be advised of such for agreement prior to commencement of project.
- All extras incurred by the client will be invoiced to the client and are payable immediately upon receipt of invoice.

### 6.2. Standard Payment Terms - Flights:

- 100% on confirmation and acceptance of the quotation.
- All extras or additional charges incurred by the client will be invoiced to the client and are payable immediately.

## 7. CANCELLATION TERMS

Cancellation fees are stipulated by the suppliers concerned and are available on request on acceptance of the quote and booking.

As a guideline most hotels and suppliers work on the following cancellation policy:

- Deposit payments are non-refundable and non-transferable.
- Between 16 and 8 weeks prior to departure: The number of group delegates may be reduced by 10% without any penalties.
- Between 8 and 4 weeks prior to travel: A 50% cancellation fee will apply.
- 4 weeks prior to departure: The 100% booking fee is payable.
- Group flights, deposits and cancellations are subject to each of the terms and conditions of the relevant airlines which will be provided upon quotation and upon request.
- The RenniesBCD M&E management fee is non-refundable.

## 8. COPYRIGHT

All programmes and original ideas submitted by RenniesBCD M&E are subject to copyright.

These remain the property of RenniesBCD M&E and the contents thereof may not be disclosed to or be acted upon by any third party without the prior written consent of RenniesBCD M&E.

## 9. VAT

Please note that a VAT breakdown will not be available until we receive final invoices from all respective suppliers.

## 10. DISCLAIMER

In compliance with all South African protection of personal information or data privacy legislation that will be applicable, the person signing hereunder hereby acknowledges and provides consent on behalf of all travellers and authorises RenniesBCD M&E to process, share and store all the travellers' personal information (including but not limited to their personal identification number), with any suppliers in the rendering of this service.