

# Wings® Travel Management: Trade Terms & Conditions

September 1, 2016

1. Although Wings Travel Management has made every reasonable effort to ensure that all information contained in the passenger's travel document(s) is correct, the responsibility rests entirely with the traveller and/or client, to notify Wings of any inaccuracies immediately upon receipt of such documents. Wings shall not, under any circumstances, accept responsibility or liability for any errors and/or inaccuracies not brought to its attention immediately upon receipt as aforesaid.
2. The passenger's full passport name is required to secure the reservation and ticketing of airline seats. Incorrect names may result in the passenger being denied boarding or seats being cancelled by the airline. In such an instance, Wings shall not, under any circumstances, be liable for any loss, either direct or indirect.
3. It is solely the client's responsibility to ensure that the passenger has in his/her possession all the necessary travel documents prior to departure, including but not limited to, valid passports, visas and immunisation certificates.
4. Although Wings will at all times endeavour to secure all our passenger's preferred seats and ancillary services with the relevant airlines, these options are subject to change by operating carriers and are not guaranteed. Wings shall not, under any circumstances, accept responsibility or liability for any changes implemented by the operating carriers that may impact seating and/or ancillary services.
5. Wings strongly recommends that the client should purchase travel insurance for all international trips. All decisions relating to travel insurance are the client's sole responsibility and the client hereby indemnifies Wings against any and all liability pertaining to travel insurance and any subsequent impact that this may have.
6. Some fares sold are for exclusive use of designated employees in the oil, gas and marine industry. The client must ensure that the passenger has current company identification and/or other documentation required by the airlines (such as the Air France Petroleum Card, if applicable) with him/her when travelling, as airlines reserve the right to deny boarding without the required identification. Wings shall not, under any circumstances, accept responsibility or liability should the airline deny boarding to any client for lack of such identification.
7. Wings shall under no circumstances whatsoever be liable at any time for any loss or injury, to the client, the passenger or any other person or property, of whatsoever nature, or death of any person and shall furthermore not be liable for any damages which may be suffered by the client and/or the passenger or any other person, of whatsoever nature and howsoever arising.
8. Wings endeavours to take all reasonable steps necessary to ensure that clients are able to freely cancel a booking, or secure whatever refund possible (which is wholly dependent on the terms and conditions of the vendor with whom a booking is made) on prepayments effected in terms of a booking. Accordingly, Wings shall not be liable to the client resulting from the cancellation by the client of a booking duly made, except in the event where Wings is able to obtain a refund in line with the vendor's terms and conditions as aforesaid. Should Wings use a third-party vendor to effect a booking on Wings' behalf, Wings shall under no circumstances whatsoever be liable to the client resulting from the cancellation by the client of a booking duly made, except for in the event where Wings is able to obtain a refund in line with the vendor's terms and conditions as aforesaid.
9. In alignment with IATA regulations, tickets issued by Wings are not refundable beyond their period of validity. This period currently may not exceed 12 (twelve) months from date of issue. It is important to state that airlines have started to set their own expiration period with one carrier implementing an expiration date of 30 (thirty) days from return date. The client should seek clarification from Wings around the applicable period of validity per ticket. The Wings Client Refund (Air) policy governs the internal refund procedures and applicable administrative fees. Wings reserves the right to update its Client Refund (Air) policy from time to time without notice to clients.
10. Failure to advise the carrier concerned (either via Wings or the airline directly) that the passenger will not be travelling on a reserved flight, will be categorised as a "no show." This may result in the airline ticket in question becoming invalid. In such an instance, Wings shall not, under any circumstance, be liable for any loss, direct, indirect or consequential.
11. Although Wings makes every reasonable effort to maintain and protect the confidentiality of information the client and its passengers have disclosed, it may be necessary to disclose the client and/or the passenger's information to third-party vendors in order to effect the client's instructions. Such disclosure will be in accordance with the client's instructions and/or be in the ordinary course of business.
12. In instances where Wings uses the services of a third-party vendor, the third-party vendor's terms and conditions will, in addition to these terms, be binding on the client. Wings shall not, under any circumstances, accept responsibility or liability for service delivery failures of the third-party vendors nor will Wings under any circumstances accept responsibility or be vicariously liable for any services rendered by third parties. Special reference is made to EU-banned airlines for which Wings shall take all reasonable steps to notify the client. Wings shall not, under any circumstances, be responsible for any direct, indirect or consequential damages caused as a result of failing to do so. It is also the client's responsibility to advise Wings in writing should it prefer not to make use of the EU-banned airline. For further information pertaining to EU-banned airlines please refer to [http://ec.europa.eu/transport/airban/list\\_en.htm](http://ec.europa.eu/transport/airban/list_en.htm)
13. In the event that the client is required to enter into the Agreement for Travel Management Services incorporating Service Levels ("the TMSA") with Wings, then both these terms and conditions and the terms of the TMSA will jointly regulate the client's relationship with Wings. Should there be an inconsistency between these terms and conditions and the TMSA then the provisions of the TMSA will prevail.
14. Wings shall not be liable for a failure to carry out or a delay in carrying out its obligations as a result of an event or occurrence which is beyond its reasonable control, which includes but is not limited to war, civil war, riot or armed conflict, acts of terrorism, explosions, fire, flood, industrial action, disruption in power supply and an act of God.
15. These terms and conditions are governed in accordance with the laws of the region of the office with which the client signed the company profile sheet.
16. The client is responsible for its passengers complying with Wings' terms & conditions, and it is therefore the responsibility of the client to inform all passengers of these terms and conditions. Wings reserves the right to amend these terms and conditions from time to time without notice to the client. Passenger refers to a person or person(s) booked and/or paid for by the client.