

At IGO TRAVEL there are multiple platforms available to you to make an enquiry, namely:

- The iGO Travel website: <https://www.igotravel.co.za/> this is available on mobile, desktop and tablet. Simply complete a quick/detailed enquiry form and we will contact you.
- The IGO Travel chat, where you will have a live chat with an IGO Travel consultant. This is available on mobile, desktop and tablet during office hours.
- Email: travel@igotravel.co.za
- Telephone: 031 000 1122
- Facebook: <https://www.facebook.com/IGoTravel/>. Send us a message!

So, whatever your preferred method of communication is, we've got it covered.

Step by step:

1. Once you have placed an enquiry, your dedicated consultant will get in touch with you, either by phone, email or both.
2. Once your consultant has established your needs, you will receive a quote.
3. Your consultant will follow up with you and fine tune your travel needs if need be.
4. You now want to book. Your dedicated consultant will need: A copy of your passport and passport copies of your travel companions
5. Your consultant will send you a booking confirmation which contains:
i. Itemised details of the travel package (e.g., flights, transfers, accommodation, etc.)
ii. Terms and conditions
iii. Our policy in terms of the Protection of Person Information Act 2013 (POPI)
6. Once payment is received your consultant will then issue your respective travel. Your travel vouchers will be emailed to you. Please allow a few days to a week for this.
7. While you're on holiday, should you need to contact your consultant, you will be able to by: i. the consultant's personal cell phone number (either via phone call, SMS, WhatsApp or email.)



ii. emailing the consultant iii. the IGO TRAVEL emergency phone number: +27 (79) 852 5641

8. We would love to receive feedback from you and here about your amazing experience. You can also write a review on the IGO TRAVEL Facebook page: <https://www.facebook.com/iGoTravel/>

Frequently asked questions:

- “What are the IGO TRAVEL business hours?” IGO TRAVEL is open from Monday to Friday: 08:30 am until 20:00. On Saturdays and Sundays we are open from 09:00 until 16:00. All IGO TRAVEL agents have their emails come through to their cell phones, so they are able to reply efficiently.
- “Why do I need to pay for my flights in full?” This is because airlines only allow the flights that the consultants hold for you; to be held for approximately 48 – 72 hours before the fare expires, and the seats are released from IGO TRAVEL’s possession, back to the airline. Airlines also don’t allow deposits.
- “Why does the rate of exchange affect the balance of my booking if I pay a deposit, and not in full?” This is due to the fact that: a.) IGO TRAVEL has direct negotiated contracts and rates with hotels / suppliers of the destination, therefore we are bound by the constant ROE fluctuations.
- “Do children get discounted flights?” Most of the time, children between the ages of 2 and under 12 years get a discount. Infants between the ages of 1 day and under 2 years get a discount. Children of the age 12 and over do not get airline discounts.
- “Why should I purchase travel insurance” Travelling should be a time of relaxation, new discoveries, exotic food and lasting memories. So, when your luggage goes missing or you miss that special event you paid so much for due to an unforeseen delay or you have a medical emergency – being far away from home can be a rather lonely experience. That is why we have partnered with Bryte Insurance, a global insurer who will give you confidence in knowing that, if adversity strikes, they are ready to help.
- “Can you arrange my forex?” We have preferred forex suppliers; contact us for your VIP voucher today!
- “Can you help me with my visa? We can provide you with the information as to: i) which embassy / consulate / third party visa agent to go to; ii) the required visa application form(s); iii) the requirements to apply for a visa (e.g., passport photos, passports etc.); iv) the expected price of the visa.

