



Service & Financial Guarantee

Terra Nova is member of SITE and a Southern African Association for the Conference Industry (SAACI) Accredited International Professional Conference Organiser. We have been awarded the 'Fair Trade in Tourism' certificate and are the only operator in South Africa to be carbon neutral at this stage.

For many years, Terra Nova has been a member of the Southern Africa Tourism Service Association (SATSA), a tourism-association whose members need to adhere to the highest standards in the tourism-industry. All members, e.g. airlines, tour-operators, hotels and transport providers stand for reliability, integrity and credibility, so that clients can rely on services of SATSA members.



The SATSA Bonded logo serves to testify to the fact that the bearer, being a SATSA member in good standing, has a financial guarantee in place to cover monetary deposits lodged with the member in advance of services to be rendered.

Should the member become financially insolvent prior to rendering the contracted service, the bond, which has an indemnity limit of R1.5 million, guarantees that deposits will be refunded, or the service replaced, to a maximum level of R300 000 per event or R75 000 per claim against the insolvent member.

This is an insurance bond underwritten by Lombard Insurance and certain underwriting syndicates at Lloyd's of London and is administered by SATSA, a section 21 company incorporated not for gain.

Any claim instituted against the SATSA Bond should be directed, along with substantiated documentation, to:

The Southern Africa Tourism Services Association (SATSA)
PO Box 900
Ferndale
2160
Republic of South Africa
Tel: +27 (11) 886 9996
Fax: +27 (11) 886 7557
E-mail: ceo@satsa.co.za