



Terms & Conditions

Effective Date: 12 March 2025

1. Company Information

Company Name: FlyWay

Registration Number: 2025/046294/07

Registered in: South Africa

Business Address: 14 Novengilla, Letsitele, 0885, South Africa

Contact Email: info@flyway.co.za

2. Services Offered

FlyWay provides advisory services for individuals seeking placements in South Africa, including but not limited to: students, volunteers, visiting teachers, academics on sabbatical, and digital nomads.

Our support includes:

- Host organisation matching
- Domestic and international travel advice
- Accommodation guidance
- Health and travel insurance recommendations
- Visa and permit advice
- Assistance with obtaining a local SIM card

FlyWay also provides pre-departure information and in-country support during office hours for emergencies, placement concerns, and cultural or logistical guidance.

3. Client Obligations

To initiate placement services, clients must provide the following:

- Copy of valid passport

- CV in English
- Motivational letter outlining their goals

Clients under the age of 18 must submit written parental consent.

Payment Schedule:

- **€150 (First Payment):** Due upon submission of required documents. FlyWay will begin the search for a suitable host placement.
- **€250 (Second Payment):** Due once a placement is secured and the client accepts the offer. A signed agreement is required before payment.

4. Fees and Payment

- **First Payment (€150):** Non-refundable. Covers administrative costs and initiation of placement search.
- **Second Payment (€250):** Refundable only if FlyWay is unable to secure a placement or in the case of documented unforeseen circumstances (e.g., serious illness, bereavement, or study programme changes).

Clients are responsible for all personal and travel-related expenses, including:

- Accommodation
- Local and international travel
- Visa and permit fees
- Travel and health insurance
- SIM card and mobile data
- Daily living and other personal costs

5. Insurance and Liability

- FlyWay advises clients to purchase appropriate travel and health insurance but does not sell or arrange insurance directly.
- Clients are fully responsible for ensuring adequate insurance coverage before departure.
- FlyWay is not liable for any injury, illness, loss, damage, delay, or death incurred during the placement or as a result of travel, host arrangements, or third-party services.

6. Placement Conditions

- FlyWay strives to achieve a placement success rate of up to 95%.
- Once a placement is confirmed, the client will engage directly with the host. FlyWay remains available for ongoing support.
- Clients are expected to comply with the host organisation's rules, demonstrate professional behaviour, and respect local culture.
- Pre-departure briefings will be provided to prepare clients for safety, expectations, and cultural adaptation.

7. Emergency Situations

- FlyWay provides guidance in emergencies but is not legally obligated to intervene beyond its advisory role.
- FlyWay does not contact emergency services on behalf of the client or physically intervene unless in extreme cases (e.g., life-threatening situations).
- Support is available during office hours (08:00–17:00 SAST, weekdays).
- FlyWay will provide advice to first-degree relatives and assist in sourcing emergency transport or accommodation if needed.

8. Data Protection and Privacy

- Client information is handled confidentially and used solely for placement and internal statistics.
- Only essential information will be shared with host organisations: name, age, gender, nationality, field of expertise, academic or professional background, and stated interests.
- Clients may choose to share additional information directly with the host organisation if relevant.

9. Termination and Dispute Resolution

This agreement may be terminated if:

- FlyWay is unable to secure a suitable placement
- The client or a FlyWay representative experiences a serious health issue or death

In case of disputes between the client and host organisation:

- FlyWay will attempt to mediate and find a resolution
- If no resolution can be reached, FlyWay may assist in arranging an alternative placement

Governing Law: This agreement is governed by South African law.

10. Acceptance of Terms

By paying the registration fee, the client confirms they have read, understood, and accepted these Terms & Conditions. This document represents the full agreement between the client and FlyWay.

FlyWay reserves the right to update or amend these Terms & Conditions at any time.