



## Terms & Conditions

### Reservations:

- All reservations, quotations, amendments and cancellations will only be accepted in writing, via e-mail or fax.
- All quotes are valid for 14 days.
- We have a 24-hour turnaround time for all bookings, quotations and queries. Should you not receive a confirmation/response within 24 hours, please contact us or resend your request.
- Paradise Touring provides services based on the itineraries supplied by our agents / clients. We do not draw up personalised / specialised itineraries. The drawing up of personal itineraries and/or customised touring drafts for agents/clients will only be done upon request at an additional admin fee.
- We do not do provisional bookings. Quotations / confirmations only.
- E-mails are NOT checked after 16:00 during the week and not at all over weekends. Should you have a new request or need to make urgent amendment to a booking out of these hours / days - please contact our after hours number (082 771 5158) for assistance and then follow it up with an email, which will then be responded to between 08:00 and 16:00. We cannot take responsibility for change of services if the above request is not met.

### Cancellation Policy:

#### Tours & Transfers:

- If a confirmed reservation for a tour or transfer is cancelled, the following cancellation fees will apply:
  - 7 days prior to departure: 0% of total value of reservation
  - 3 days prior to departure: 50% of total value of reservation
  - 24 hours prior: 100% of total value of reservation

### Contact Details:

Tel: +27 (0) 21 713 1020

Email: [info@paratour.co.za](mailto:info@paratour.co.za)



## Overland Tours

- If a confirmed reservation for an overland tour is cancelled, the following cancellation fees will apply:
  - 30 days prior to departure: 0% of total value of reservation.
  - 15 days prior to departure: 50% of total value of reservation.
  - 7 days prior to departure: 100% of total value of reservation.

### Please Note:

- The cancellation policy above applies to Paradise Touring only.
- In the event that one of our suppliers has a different cancellation policy, we may be bound by their rules, especially with regards to vehicle hire or accommodation bookings.

## Payment Policy:

- Full payment is required in advance, prior to commencement of service unless otherwise agreed in writing with ourselves.
- All reservations exceeding the value of R10 000.00 must be pre-paid at least 7 days prior to the start of services with Paradise Touring, regardless of whether you have an account with us.

## Terms & Conditions of Services:

- Paradise Touring (the operator) shall not be liable for any damages, loss, delay, inconvenience or irregularity which may be occasioned either by reason of any defect in any vehicle or article or through the acts or omissions of any supplier, whether negligent or otherwise, nor of any servant of such supplier.
- The operator accepts no liability in respect of death, injury, loss or damage to persons or property arising out of any act, omission or negligence of the operator, the supplier, the operator's or supplier's servants or agents.
- The operator shall not be liable for any loss or expense arising from the loss of property, cancellation or curtailment of any tour however caused. The operator shall not be liable for any refund, either partial or total, of passage money paid. Paradise Touring recommends the passengers be advised to purchase appropriate insurance to protect the passengers against such eventuality.
- Paradise Touring and its employees will not be held responsible for any illnesses, injuries, accidents, loss of life or belongings or delays due to cause sustained or suffered while on tour or while staying at any of the accommodation booked by Paradise Touring or their agents.
- Paradise Touring reserves the right to alter accommodation, mode of transport and itinerary without prior notice when circumstances happen outside of our control. The client hereby waives their right to all and any claims in this regard.

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- Paradise Touring reserves the right to alter routes and itineraries for any reason but will endeavour to inform clients of such changes prior to departure.

### **Please Note:**

- Pickups for scheduled tours are based on city centre accommodation (Zone 1). For pickups outside of Zone 1, a surcharge will apply.
- All our tours, activities and events are weather permitting.
- Unless otherwise specified, meals, activities and extras are at your own expense.
- Most tours can be offered as private, scheduled or group excursions.
- Dinner transfers are costed on a maximum of 4 hours. Extra hours will be charged accordingly.
- Our scheduled Garden Route Discovery tour is costed on a drop off in Port Elizabeth. returns to Cape Town or other areas will be charged accordingly. We require a min of 2 clients to run this tour, otherwise, a 100% surcharge will apply.
- Full day rates are based on a max 10 hours. This includes the time to return to the drop off point.
- Half day rates are based on a max 5 hours. This includes the time to return to the drop off point.
- A minimum of two people are required for scheduled tours otherwise a 100% surcharge will apply.
- All tours and transfers are with English speaking guides, foreign language guides will be costed on request.
- Entrance fees are not included on any coach/ Quantum bookings, this is billed separately.
- Children up to and including the age of 7 are legally obliged to be in a car safety seat.

### **Luggage Policy:**

- Paradise Touring and all their staff members will not be held liable for any loss or damage to clients' luggage. It is the client's responsibility to make sure they have all their luggage with them at all times.
- Paradise Touring will not transport any luggage without clients accompanying their luggage. Should the client insist on their luggage being transported unaccompanied, an indemnity form supplied by Paradise Touring must be signed by either the client or the agent representing the client.

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