



## Terms and Conditions

### 1. RESERVATIONS

- All reservations, quotations, amendments, and cancellations will only be accepted in writing, via fax or email.
- Quotations will be provided on request for any services not specified in this price list.
- Such quotations are subject to adjustment, if the services originally quoted for are not available at the time of booking.
- All quotes are valid for 14 days.
- Cancellation Policy: If a confirmed reservation is cancelled, cancellation fees will be levied as follows:

### 2. CANCELLATION POLICY

#### Tours & Transfers

- 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: Total value of reservation.

#### Overland Tours

- 7 days prior to departure: 0% of total value of reservation.
- Within 6 days prior to departure: Total value of reservation
- 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.

### 3. PAYMENT POLICY

- Full payment is required in advance, prior to commencement of service unless otherwise agreed in writing with ourselves.

#### **4. TERMS & CONDITIONS OF SERVICES**

- a) Paradise Touring (the operator) shall not be liable for any damage, 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.
- b) 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.
- c) 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 agent.
- d) 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.
- e) 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.

#### **5. NOTES**

- a) For pickups outside of Zone 1 on scheduled tours, a surcharge will apply.
- b) Dinner transfers are costed on a maximum of 5 hours. Extra hours will be charged accordingly.
- c) Our scheduled Garden Route tour is costed on a drop off in Port Elizabeth, returns to Cape Town or other areas will be charged accordingly.
- d) Full day rates are based on a maximum of 10 hours. This includes the time to return to the drop off point.
- e) Half day rates are based on a maximum of 5 hours. This includes the time to return to the drop off point.
- f) Two pax minimum for scheduled tours otherwise a 100% surcharge will apply.
- g) All tours and transfers are with English speaking guides; foreign language guides will be costed on request.
- h) Entrance fees are not included on any coach bookings.
- i) Children up to and including the age of 5 are legally obliged to be in a car safety seat.

## **6. LUGGAGE POLICY**

- Paradise Touring and all their staff members will not be held liable for any loss or damage to pax luggage. It is the pax responsibility to make sure they have their entire luggage at all times, while using Paradise Touring.
- Paradise Touring will not transport any luggage without pax accompanying their luggage. If in a case that this should have to happen, it will only be done so after we have received a signed indemnity, provided by Paradise Touring, by the pax or the agent representing the pax.