

Terms and Conditions

- 1 Gauteng E-toll charges are included in our rates.
- 2 All bank charges and commissions are for the depositor's account.
- 3 All travel arrangements are subject to the booking conditions and cancellation provisions of the service provider.
- 4 Please note that a cancellation fee of 50% of the total price applies for long-distance transfers cancelled less than 12 hours and to short distance transfers cancelled less than 3 hours in advance.
- 5 There is a surcharge of 10% applicable on all transport requirements between the hours of 23:00 – 06:00 for groups of 1 –4 people.
- 6 Rush Hour is between 07:00 – 09:00 & 16:00 – 18:00, Mondays to Fridays only.
- 7 We do not charge rush hour rates for transfers to or from the airport.
- 8 Due to the continuous review of petrol and diesel prices by the Department of Energy, SA, these rates are provisional and we hold the right to change them without prior or written notice.
- 9 Should a transfer be confirmed for a future date with a 40% deposit, we will honour the rate as quoted at the time of booking
- 10 Prices (quoted in ZAR) are subject to alteration without prior notice.
- 11 A trailer is available for excess luggage at a surcharge.
- 12 We hold the right to use a sedan car for transfers with one to three people. Should a minibus be required for a transfer for one to three people we hold the right to charge the rate used for four to seven people.
- 13 All bookings (and specified vehicles) are subject to availability at time of reservation.
- 14 Quoted prices include agent's commission (VAT included). No commission is paid in the case of the single supplement.
- 15 Soft drinks are excluded from our prices and are from own account.
- 16 We reserve the right to arrange for passengers to be taken on by an associate company running the same or a similar tour, should circumstances require it.
- 17 Private tours are available and are quoted for separately.
- 18 Routes, accommodation and visits to restaurants and sights are subject to change without prior notice if circumstances require it.
- 19 While Siyasizana Shuttle Services (Pty) Ltd, their employees, and/or agents will take every care against such contingencies, they cannot be held responsible for, and shall be exempt from any liability for any loss, damage or injury to any person and/or his/her luggage or personal property.
- 20 Siyasizana Shuttle Services (Pty) Ltd carries passenger liability, but we strongly advise tourists/passengers to take out adequate travel insurance to cover personal accidents, medical expenses and loss of baggage.
- 21 We accept American Express, VISA and Mastercard credit cards.
- 22 We strongly recommend that tourists take medication against malaria as prescribed.
- 23 Guides are English / Afrikaans speaking. Other languages are available on request at a surcharge.
A 50% non-refundable deposit is payable on tour reservation and the balance is payable 1 week before departure. If a reservation is cancelled, a cancellation fee will be charged and will be determined as follows: if the cancellation is done
 - At least 21 days prior to the start of the tour: 0% of the balance amount.
 - 20 – 14 days prior to the start of the tour: 25% of the balance amount.
 - 13 – 7 days prior to the start of the tour: 50% of the balance amount.
 - 6 – 3 days prior to the start of the tour: 75% of the balance amount.
 - Less than 3 days prior to the start of the tour: 100% of the balance amount.
- 24 Apart from the daily Special Tours, we require a **minimum of two people** to conduct a tour at the scheduled rate, even for a private tour. A tour can be done with a single traveller, at the published single rate, unless the tour is on special offer on that day.
- 25 A group-booking discount is available on request for more than four people per booking.
- 26 AIRPORT DROP-OFFS AFTER A TOUR
 - 1) HALF-DAY TOURS – A full airport transfer rate is payable, except on the Johannesburg City tour, or when the pick-up was from the airport.
 - 2) FULL DAY TOURS
 - a) Passengers from Pretoria are subject to a full airport transfer rate, unless the Johannesburg City tour is part of the full day tour.
 - b) Passengers from Johannesburg can be dropped free of charge.
 - 3) OVERNIGHT TOURS – A free of charge drop-off service is available directly after the tour.
- 27 WAITING TIME
 - We do not charge waiting time for delayed flights
 - We do not charge waiting time for the first 30 minutes' waiting.
 - After 30 minutes we charge a waiting time fee indicated on the price list under EXT; calculated from the original pick-up time.
- 28 DIFFERENT PICK-UP OR DROP-OFF POINTS
 - There is no charge for different pick-up and/or drop-off points if such points are in the same suburb.
 - For pick-ups and/or drop-offs in different areas, the point the furthest to travel will be charged the full fare for 1 person; the second and third point will be charged at the discounted rate.

29 TOUR OPTIONS

- 1) SCHEDULED TOUR – We require a minimum of two people to conduct a scheduled tour. This tour has a fixed itinerary and departure times, and other people might join this tour.
- 2) PRIVATE TOUR - We require a minimum of two people to conduct a private tour. Departure times and the tour itinerary are flexible and other people will not join this tour.
- 3) SINGLE TOUR – Should a tour not be on a special offer on that day, and there is no one else booked on a tour, we can still conduct a tour, charged at the single rate. Departure times are still fixed and we hold the right to add people to this tour, in which case the tour price will revert back to the scheduled tour price. On overnight packages, the single supplement is already included in the single rate, and it doesn't need to be added again.
- 4) SPECIAL TOUR – We do not require a minimum of two people to conduct this tour. There is a tour on special offer every day of the week. This tour has a fixed itinerary and departure times, and other people might join this tour