

Terms and Conditions

Written by Administrator

Terms and Conditions

1. Red Earth Sunny Tours & Transfers cc quotations are subject to availability of Accomodation and vehicle at the time of booking the service.
2. Quotations are only valid if a firm booking for the tours(s) is received in writing within 40 days. Thereafter, the validity of this quotation ceases automatically.
3. Any changes in the itinerary may result in a price difference.
4. This quotation is based on presently known rates. Should prices change due to increases, i.e. hotel rates, sales tax, VAT, entrance fees and tourism levies etc., Red Earth Sunny Tours and Transfers cc reserves the right to amend the quotation accordingly without prior notice.

PAYMENT – CANCELLATION

5. Reservations and tour processing only becomes factual if a written booking request is received. With the day of the confirmed booking, 20% of the payment is due. Full payment is due 40 days before the tour departs. Red Earth Sunny Tours & Transfers cc reserves the right to completely withdraw all services if payment conditions are ignored.
6. If a tour is cancelled 90-40 days prior to the tour departure, Red Earth Sunny Tours & Transfers cc reserves the right to recover, i.e. issue an invoice for any costs incurred or charges received from suppliers up to the date of cancellation.
7. If the tour is cancelled completely within less than 40 days before the intended arrival, Red Earth Sunny Tours & Transfers cc reserves the right to charge a levy/charge 90% cancellation fees. If the tour is cancelled completely within the last 10 days of intended departure, Red Earth Sunny Tours & Transfers cc reserves the right to levy/charge 100% cancellation fees.
8. Red Earth Safari Tours & Transfers cc is under contract with local suppliers regarding above-mentioned cancellation and payment conditions and are thus forced to abide by these rules and are forced to equally hold the client responsible.

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BANK TRANSFERS / FOREIGN CURRENCY

9. Differences due to currency fluctuations will not be accepted by Red Earth Safaris & Sunny Tours & Transfers.
10. The amount deposited into the Red Earth Bank account must be equivalent to the amount on the invoice.
11. Red Earth Sunny Tours & Transfers cc will not be liable for any bank charges.
12. Payments of the invoices should be transferred in ZAR (South African Rand 1:1).

Insurance:

Customers are required to provide for themselves all necessary insurances against personal injury, loss, damage, theft, cancellation, delay etc. All customers are responsible for ensuring that they have full insurance cover from the moment that they first place their order and covering the whole period before, during and after travel.

Travel insurance is also one of the most important aspects of protecting your trip in case of failure or cancellation, so please make sure that you have it in place from the moment that you first make your booking and covering the whole period before, during and after travel.

Liability:

1. Red Earth Sunny Tours & Transfers cc, as well as any travel agent, with whom Red Earth Sunny Tours and Travel cc co-operates, solely act in their capacity as agent for the traveler.
2. All tours are subject to the terms and conditions of airlines, hotels, restaurants, as well as other businesses, companies and individuals. Red Earth Sunny Tours & Transfers cc, including its employees and agents, explicitly state, not to be held liable or responsible in case of any loss, damages, accident insurance, delay or any other inconvenience which might occur to any person or their luggage, whether by negligence on Red Earth Sunny Tours & Transfers cc part, its employees or other persons, who are acting on behalf of Red Earth Sunny Tours & Transfers cc or any other circumstances.
3. Comprehensive travel-, accident- and medical insurances have to be organized by the clients themselves.