

1) All reservations, amendments and cancellations will only be accepted in writing, via 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.

2) Cancellation Policy: If a confirmed reservation is cancelled, cancellation fees will be levied as follows: - More than 72 hrs prior to commencement of service 30% - Between 72 and 24 hrs prior to commencement of services 50% - Less than 24 hrs prior to commencement of services 100%

Tours and Private charters: - More than 7 days prior to commencement of services 30% - Between 7 and 3 days prior to commencement of services 50% - Less than 72 hrs to commencement of services 100%

If a passenger fails to join a tour, or joins it after departure, or leaves it prior to completion, no refund or rebate will be made.

3) Child Policy: All children 12 yrs and older will be charged at a full rate for all services. Children 11yrs and younger will be transported under the following conditions: Transfers: Full Price of adult price Private Tours and Transfers: Full Price

4) Payment Policy: Full payment is required in advance, prior to commencement of services unless otherwise agreed in writing with ourselves.

5) Vans On Vans Shuttle's (the Operator) shall not be liable for any damage, loss, delay, inconvenience or irregularity which may be occasioned either by reason or 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 supplier or the supplier's servants or agents

6) The Operator shall not be liable for any loss or expenses arising from the loss of property, cancellation or curtailment of any tour however caused. If sickness or accident interrupts a tour, the operator shall not be liable for any cost or expense arising there from. The operator shall not be liable for any refund, either partial or total, of passage money paid. Vans on Vans Shuttle's recommend the passengers be advised to purchase appropriate insurance to protect the passengers against such eventuality.

7) The operator reserves the right to alter routes and itineraries for any reason but will endeavour to inform clients of such changes prior to departure.

8) Detailed descriptions of goods and/or services Vans on Vans Shuttle's is a business in the tourism industry.

9) Delivery policy Subject to availability and receipt of payment, requests will be processed within 24hours and delivery confirmed by way of booking number.

10) Return and Refunds policy the provision of goods and services by Vans on Vans Shuttle's is subject to availability. In case of unavailability Vans on Vans Shuttle's will refund the

client in full within 7 days. Cancellation of orders by the client will attract a fee as per point 2%.

11) Customer privacy policies Vans on Vans Shuttle's shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded

from: http://www.polity.org.za/attachment.php?aa_id=3569

12) Payment options accepted Payment may be made via Visa, MasterCard credit cards or by bank transfer into Vans On Vans Shuttle's bank account, the details of which will be provided on request

13) Credit card acquiring and security Credit card transactions will be acquired for Vans On Vans Shuttle's via PayGate (Pty) Ltd who are the approved payment gateway for First National Bank of South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

14) Customer details separate from card details Customer details will be stored by Vans on Vans Shuttle's separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za

15) Merchant Outlet country and transaction currency The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR).

16) Responsibility Vans On Vans Shuttle's takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods

17) Country of domicile This website is governed by the laws of South Africa and Vans On Vans Shuttle's chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

18) Variation Vans on Vans Shuttle's may, in its sole discretion, change this agreement or any part thereof at any time without notice.

19) Company information this website is run by JR Touring & Shuttle's (close corporation) based in South Africa trading as Vans On Vans Shuttle's and with registration number CK 2008/049791/23 and Member – Jeffery Van Der Merwe.

20) Vans On Vans Shuttle's contact details: Support: email:info@vansonvans.co.za
Telephone +27 (021) 713 2468

