



TERMS & CONDITIONS

The information given on the other tabs/worksheets of this document form part of the Terms & Conditions for the E Coaches tours and transfers services and are binding for all E Coaches bookings. Additional terms & conditions for this product are given below. All information provided can be added to or amended at any time during the course of a season without notice.

By placing bookings with E Coaches services, agents & clients accept all these terms & conditions without exception.

RATES

Rates are applicable to all adults and children - no discounts for children of any age.

Rates based on vehicle and not per person

Transfers rates will always include driver fee, fuel, tolls and vehicle entrance fees

Transfer rates will always exclude clients entrance fees and other personal expenses if not specified in quote request.

Rates are subject to change at any time without notice.

Any quotes done before rate change will be honoured.

At the discretion of management a fuel levy may be implemented at any time if needed.

BOOKING & CONFIRMATION

Bookings are always subject to vehicle availability. E Coaches will always assist wherever possible but reserves the right to decline bookings when we cannot adequately assist.

Bookings, amendments and cancellations are not confirmed until E Coaches has confirmed them in writing.

If you do not receive a written confirmation within one full working day of sending your request please make contact with E Coaches since we may not have received your email.

PAYMENT & CANCELLATION OF BOOKINGS

Payment must be received by E Coaches in advance of the 1st leg for each booking. Credit card facilities are not available on the vehicles. Failure to meet the pre-payment requirement without prior arrangement with E Coaches will result in cancellation without notification.

Cancellation fees will apply as follow:

1 month – 0% cancelation fees

3 weeks – bank charges deducted

2 weeks – 25% cancelation fees

1 week 75% cancelation fee

24 hours 100% cancelation fee

100% cancellation fees will apply to 'NO SHOWS' regardless of applicable reasons

TIMING

E Coaches' advised timing is a guideline affected by traffic, weather, comfort stops and road conditions.

Should delays occur E Coaches will make contact with the relevant agents, lodges & transfers. E Coaches reserves the right to amend the timing with notification.

RESPONSIBILITY

E Coaches cannot be held responsible for flight delays, missed flights, accommodation or any costs incurred by the clients due to circumstances beyond our control. Should E coaches be at fault the limit of its liability will be the value of the funds not paid by clients travel insurance.

All client luggage is the owner's responsibility at all times and E Coaches accepts no responsibility for lost luggage or items of a personal nature.

Clients should always have valid travel insurance to cover loss of baggage, delays, missed flights or other bookings and E Coaches accepts no responsibility in these areas.

FACILITIES

All our vehicles are of high quality international standard.

We focus on comfort and safety, providing air-conditioning, bottled water, individual seat belts, magazine nets and satellite tracking during the transfer.

Each vehicle has a relevant transport permit plus adequate passenger liability insurance

Our sedans and SUV's – R30 million

Our Toyota Quantums – 50 million

Our Iveco's R100 million

Each driver is highly experienced in long distance driving, carries a valid driving license and a professional driving permit, and is on the road for max 10 hours per day as required by law.

SERVICE TERMS & CONDITIONS

Customer Property - Customer's property/baggage is carried in our vehicles at the owners risk.

Flight Delays - In the event of your flight being delayed it is your responsibility to contact E Coaches and inform us of your situation - The sooner you contact us the more likely we can rearrange and where possible reschedule your transfer.

At all times safety is our primary concern therefore if at any point, circumstances beyond our control, could prevent us from providing a secure and safe service we reserve the right to cancel your transfer.

Delivery of service: - Every effort is made by E Coaches to get to you and to get you to your destination on time and a comfortable and safe manner however the following adverse conditions, beyond our control, may prevent this:

Adverse or severe weather conditions - Where safety of you, your party and/ or our drivers could be compromised

Road traffic accidents

Unforeseen traffic delays

Vandalism and terrorism

Industrial action by third parties

Problems caused by other customers

The vehicle being delayed by a Police officer or Government official on the road and including border controls

E Coaches will not incur any liability whatsoever in the event of a delay due to the above circumstances, which are considered out of their control.

OFFICE HOURS: MONDAY – FRIDAY, 08H00 – 17H00

OFFICE CLOSED ALL PUBLIC HOLIDAYS

24 HOUR EMERGENCY NUMBER: 072413 1185

PLEASE SAVE THIS NUMBER FOR ANY AFTER HOUR / WEEKEND QUERIES