



Tourism Offices
Stellenbosch, 7600

Terms & Conditions

1. Bookings, Confirmations and Costs

- 1.1. All bookings are subject to availability.
- 1.2. You will receive an email confirmation of your booking upon settlement of amount due.
- 1.3. Full payment is due strictly on booking, or before commencement of the service on short notice bookings.
- 1.4. Method of payment: Online, EFT, Cash Payment, VISA.
- 1.5. All prices exclude any parking related costs that might occur should a client request a driver to wait.
- 1.6. Rates are quoted in South African Rand (ZAR).
- 1.7. Bank charges on international bank transfers are strictly for the clients' account.
- 1.8. We reserve the right to take immediate legal action should payment not be received timeously.
- 1.9. Prices are subject to change without notice.
- 1.10. We reserve the right to alter any of our advertised or confirmed transfer prices. If our booking agent does not advise you of the correct current price of the transfer that you wish to book at the time your booking is confirmed, we will give you the opportunity to rebook your transfer at the correct price or to cancel your transfer and receive a full refund of all monies paid.

2. Cancellations, Amendments and Refunds

- 2.1. We have a Twenty-Four-hour cancellation period and for any transfer not cancelled or changed in writing Twenty-Four hours before the reserved time, a full cancellation fee will be charged.
- 2.2. Refunds will be paid as follows:
 - Less than One day prior to departure – No refund payable
 - Two – Five days prior to departure – a 50% refund will be paid
 - Five or more days prior to departure – a full refund will be paid
- 2.3. All cancellations to be in writing via email to info@stellenbus.co.za



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- 2.4. Amendments can be made three days prior with no extra administrative fees other than the amended costs for the added services.
- 2.5. Amendments made with less than three days' notice will be charged an additional administration fee of R100.
- 2.6. For booking amendments, we cannot guarantee that all changes will be possible, due to matters such as availability, but we will always attempt to secure your requirement for you.
- 2.7. All amendments to be in writing via email to info@stellenbus.co.za

3. No-shows and punctuality

- 3.1. It is the responsibility of the client to ensure that sufficient time is allowed to arrive at their pickup location.
- 3.2. In the case of a no-show, the full booking fee will be charged, and we reserve the right to take immediate legal action should payment not be received.
- 3.3. You hereby acknowledge that if (and only if) our schedule allows the driver to wait longer than 15 minutes, you will be charged R180 per hour or part thereof for waiting time.
- 3.4. We request that you contact us telephonically in case of change in flight plans (diverted, cancelled or indefinitely delayed flights). Please keep our contact number at hand – 071 288 4433.
- 3.5. Unforeseen circumstances may delay our service. We request that clients wait 15 minutes after the scheduled collection time before making alternative arrangements.
- 3.6. It is **VERY** important for you to please ensure that we have a mobile number of the passenger(s) so that we can liaise with them should we be unexpectedly delayed.
- 3.7. As much as we pride ourselves on our reliability and punctuality, unforeseen circumstances may delay or cancel our service without prior notice. Stellenbus, their employers, agents, associates and any other person indirectly in the employ or service of Stellenbus not be liable for any loss, damage, injury, accident, death, delay or inconvenience to any person or their belongings. Stellenbus reserves the right to refuse to undertake the conveyance of any passengers.
- 3.8. There will be no refunds or compensation for entertainment or air-conditioning system failure on our shuttle services.
- 3.9. If a passenger fails to join a transfer no refund or rebate will be made.



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4. Luggage

- 4.1. Passengers are allowed to take onto a service one medium sized item of luggage, and one small item of 'hand luggage' with exception of a passenger with a wheelchair (must be conveyed to booking agent at time of booking). We shall have no obligation to carry luggage in excess of the permitted amount (as per standard airline regulations).
NB: Further charges may be added for excessive baggage for which you will be liable at the time of departure if there exist no pre-arranged arrangements.
- 4.2. Please inform us at the time of booking by telling our booking agent if you wish to travel with excess baggage including, but not limited to surfboards, bicycles, pet carriers or other oversized items. This is to ensure that our vehicles can accommodate you. Should you fail to notify us at the time of booking, you will be liable to us or our suppliers for any additional costs incurred in the carriage of such items if it is within our capacity.
- 4.3. Passengers should carry their own personal luggage to the vehicles' luggage compartment. Unaccompanied luggage will not be carried for safety reasons.
- 4.4. Stellenbus carries no responsibility for loss or damage to a passenger's luggage or personal belongings. We recommend that you take out travel insurance from a reputable insurer against all usual and normal risks of loss or damage.
- 4.5. Stellenbus will not be held liable for any incidents whatsoever, to your personal items or luggage.

5. Health and Safety

- 5.1. The driver has the right to refuse any client who in his/her opinion is a danger to the driver, vehicle or the other passengers.
- 5.2. In the interest of Health and Safety, Stellenbus reserves the right to refuse admission to any of our services where it may hinder the health and safety of fellow passengers.
- 5.3. Smoking and the consumption of alcoholic beverages, or excessive intoxication by use of alcohol or drugs is **NOT** permitted on our shuttle services under any circumstances and passengers will be refused boarding at the sole discretion of the driver. In the event of the passenger being refused boarding, the passenger will forfeit any right to a refund or compensation. Note that any open alcoholic beverages are forbidden by law in any vehicle.
- 5.4. A fee of R500 will be charged as a base fee for any damage to the vehicle or the sullyng thereof in any way deemed valid by Stellenbus or any of its personnel and the fee will be payable immediately. You will also be held fully responsible for valet and/or repair fees should the base fee not be able to compensate.
- 5.5. No animals will be carried on Stellenbus with exception of trained guide dogs accompanying a visually impaired passenger.



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- 5.6. Stellenbus will not be obliged to carry any child under the age of 13 years unless that child is accompanied by a responsible adult.
- 5.7. Stellenbus is committed to passenger safety. Each vehicle is insured with passenger liability insurance. We only employ drivers that have been issued a Professional Driving Permit (PDP), which is obtained after they pass a medical examination and once a police clearance certificate has been issued. Our vehicles are maintained to high specification and are inspected daily by management to ensure your safety.
- 5.8. We cannot be held responsible for the actions or behavior of other guests or individuals who have no connection with your booking arrangements or with us.

6. Complaints

- 6.1. Should you have a complaint in respect of Stellenbus, you should inform Stellenbus as soon as possible after the incident. Stellenbus will not consider any complaints raised more than 7 days after the incident.

7. Privacy

- 7.1. We completely respect your privacy at Stellenbus and 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).
- 7.2. We will never sell, rent or give away your name, email or address to anyone – **ever**. We will use your email address only to communicate with you about your orders and information from A2B Shuttle Services. Please note that if you register as a customer, your details will be kept in a secure server for your use the next time you book with us. However, this information is exclusively used for the handling of your orders and for your added convenience. It will never be sold, rented or given away to a third party.
- 7.3. We also adhere to your privacy in the case of security cameras in our busses where any one of the two security cameras can be requested to be closed if you do feel that it takes away privacy. Any and all footage is only used for security purposes and is only kept for a time of 48-hours. This footage will also not be sold, rented or given away to any third party.

8. EXCLUSION OF LIABILITY

- 8.1. All persons entering an Stellenbus vehicle and/or property owned by Stellenbus or under its control do so entirely at their own risk.
- 8.2. Stellenbus is not liable for any loss or damages (including consequential or special damages or loss of profits), loss of life, bodily injury or damage to or loss of property of whatsoever nature and howsoever caused, and whether or not caused by Stellenbus, its directors, its officers, servants, agents or any other person acting on behalf of or under the control of



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Stellenbus, arising out of or connected in any way with the transportation or non-transportation by Stellenbus of any passenger or persons and/or their property.

9. Other

- 9.1. Travel routes are decided at the sole discretion of the driver. Suggestions are welcome, but the driver will decide on the final route, and no discussion to the contrary will be entered into.
- 9.2. For children under the age of 3 years a car seat is mandatory and you will be required to provide your own. Please indicate the presence of these children when making a reservation.
- 9.3. We wish to re-iterate that as much as we pride ourselves on being reliable and punctual as far possible, but unforeseen circumstances may delay or cancel our service without prior notice. Stellenbus, their employers, agents, associates and any other person indirectly in the employ or service of Stellenbus not be liable for any loss, damage, injury, accident, death, delay or inconvenience to any person or their belongings.
- 9.4. The wearing of seat belts is compulsory on all Stellenbus vehicles.
- 9.5. Stellenbus reserves the right to refuse to undertake the conveyance of any passengers.
- 9.6. Administrative personnel is available from 08h00 till 18h00 from Monday to Saturday.