

GENERAL TERMS AND CONDITIONS

The Following cancellation fees applies on the full value of the booking.

- > All deposits stipulated in advertising are non-refundable
- > 50% cancellation fee of payments made (excluding booking deposit) if cancelled less than 45 days prior to arrival.
- > 100% cancellation fee of all payments if cancelled less than 20 days prior to arrival or no show.
- > 100% cancellation fee of your total amount if you cancel and request to be moved to another date.
- > Deposits of any amount will be used to book your spot, cancellation of your booking will result in 100% forfeiture of this money.
- > Bookings will not be moved/ transferred to another dates, Lelo-N Travels reserves the right to decline a change of date.
- > Lelo-N Travels reserves the right to cancel any tour at any time, with explanation.
- > Approved Credits are only valid for 3 months to be redeemed or used, thereafter will be automatically cancelled without refund.
- > Any refunds to be paid will take 10-20 working days.
- > Testing positive to Covid-19 will not result in a refund, transfer or postponement of your booking.
- > Tours will not be cancelled or moved due to rainy weather conditions.
- > It is the duty of the camper to look for a replacement should they wish to cancel their booking.
- > No refunds will be issued to customers due to acts of God, natural disasters and unforeseen circumstances.
- > Some Holiday homes / Self-Drive properties may require a security deposit which is paid upon arrival at the particular properties.
- > All balances for tours should be paid 3 weeks prior to the traveling date (this applies to local tours within the borders of South Africa).
- > All international tours outside South Africa, the balance is expected 6 weeks prior to the travelling date.
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- > Tours will no be cancelled or moved due to rainy weather conditions.
- > It is the duty of the client to ensure that they read and understand the terms and conditions.
- > It is the duty of the clients to ensure they are booking for the correct tour.
- > It is the duty of the traveler to look for a replacement should they wish to cancel their booking.
- > For Day Tours Balance is expected 14 days prior to the traveling date.
- > On tours with pick up transport, Lelo-N Travels reserves the right to use any form of transport provided by the suppliers to accommodate the group (7 seaters, GL quantum, 22 seater etc)