

GENERAL TERMS AND CONDITIONS

Dear valuable clients, as you about to book a trip with LELO N TRAVELS please take time to read our terms and conditions. By making a payment to our bank account and uploading the proof of payment it means you consent to our terms and conditions.

The below terms and conditions will be applicable to all bookings made with us. Additional terms and conditions maybe applicable to other trips.

CANCELLATION POILCY

- > 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 14 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.
- > For all MSC TRIPS 100% cancellation fee of your total amount if cancelled less than 90 days to the travelling date.
- > For all trips outside South Africa 100% cancellation fee of your total amount if cancelled less than 40 days to the travelling 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. An example will be if a trip does not have enough bookings this could be due to cancellation or general low bookings. > Approved Credits are only valid for 3 months to be redeemed or used, thereafter will be automatically cancelled without refund.

REFUND POLICY FOR ANY REFUNDS

- > Refunds will be issued if the client qualifies for a refund (please refer to the cancellation policy).
- > Any refunds to be paid will take **10-20 working days.**

CHANGING DATES OR POSTPONING TRIPS

- > It is not possible to change dates for any trip that has been booked.

- > 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 client to look for a replacement should they wish to cancel their booking. (FOR MSC TRIP THERE IS A NAME CHANGE FEE WHICH WILL BE PAID BY THE CLIENT SHOULD THEY GET A REPLACEMENT).
- > 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 2 days upon arrival at the particular properties. (BREAKAGE DEPOSITS RANGE FROM R1000 TO R5000)

DUE DATES FOR BALANCES

- > All balances for weekend 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 (1 month, 2 weeks) + prior to the travelling date.
- > MSC trips the balance is due 80 days prior to the travelling date.
- > All day trips balance is due 14 days prior to the travelling date.
- > All bookings not settled in time will be cancelled, no refunds will be issued to clients with outstanding balance.

PROOF OF PAYMENTS

- > All EFT payments should be immediate payments.
- > Sending or Uploading proof of payments with bank letterheads is compulsory. (no screenshots of messages will be accepted)
- > Booking confirmation emails will be sent within 24-48 hours, once the payment has reflected on our account.

ADDITIONAL TERMS AND CONDITIONS

- > Participating on the tour and activities is at your discretion, the company is not responsible for injuries or lost items clients should be responsible for their belongings at all times.
- > Tours will not be cancelled or moved due to rainy weather conditions.
- > All international trips require a passport.
- > If you do not upload the Proof of payment = NO BOOKING.
- > Ensure that you enter the correct details on the booking link.

- > For other trips we may make use of holiday homes, holiday homes may differ in terms of deco as each holiday home has a different owner unlike a hotel.
- > 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.
- > 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 seater, GL quantum, 22-seater etc).
- > **For some international trip like Zanzibar you need to purchase travel insurance which is mandatory.**