

## STOKVEL TERMS AND CONDITIONS

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

1. All deposits stipulated in the advertisement are non-refundable.
2. 50% cancellation fee of payments made (excluding booking deposit) if cancelled less than 45 days prior to arrival.
3. 100% cancellation fee of all payments if cancelled less than 20 days prior to arrival or no show.
4. 100% cancellation fee of your total amount if you cancel and request to be moved to another date.
5. Deposits of any amount will be used to book your spot; Cancellation of your booking will result in 100% forfeiture of this money.
6. Bookings will not be moved/ transferred to another date, Lelo-N Travels reserves the right to decline a change of date.
7. Lelo-N Travels reserves the right to cancel any tour at any time, with explanation.
8. Approved Credits are only valid for 3 months to be redeemed or used, thereafter will be automatically cancelled without refund.
9. Any refunds to be paid will take 10-20 working days.
10. Testing positive to Covid-19 will not result in a refund, transfer or postponement of your booking.
11. Tours will not be cancelled or moved due to rainy weather conditions.
12. It is the duty of the camper to look for a replacement should they wish to cancel their booking.
13. No refunds will be issued to customers due to acts of God, natural disasters and unforeseen circumstances.
14. 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).
15. All international Tours outside South Africa the balance is expected 6 Weeks prior to the traveling date.
16. It is the duty of the client to ensure that they read and understand the terms and conditions.
17. It is the duty of the clients to ensure they are booking for the correct tour.