

Along The Shaws

Terms and Conditions

Introduction

Please read these terms and conditions carefully before booking with Along The Shaws.

1. Availability and Reservations

To make a reservation, follow the procedure shown on our website. Your booking confirms your acceptance of these terms and conditions as a binding contract between Along The Shaws and yourself.

2. Price

The price quoted for any tour covers the cost of planning, organization, and carrying out the tour.

3. Quotations

Quotations are in South African Rand and valid for up to 30 days.

4. Payments

Various payment and deposit criteria exist for tours, experiences, and shuttle services. Refer to our website for specific requirements.

5. Refunds

- If Along The Shaws cancels a tour due to unforeseen circumstances, we will refund full payment or offer an alternative tour.
- No reimbursement will be made if the participant fails to join a tour or leaves it prior to completion.

6. Cancellation Policy

- Cancellations more than 48 hours prior to departure: 100% refund
- Cancellations less than 48 hours prior to departure: 50% refund

7. Travel Insurance

Travel and cancellation insurance is highly recommended.

8. Travel Documentation

Participants are responsible for ensuring they possess valid passports, visas, and travel documentation.

9. Health

Participants must confirm they are in good health and physically capable of undertaking the tour.

10. Vaccinations

Consult your local health authority for vaccination requirements.

11. Luggage and Personal Effects

Baggage and personal belongings are carried entirely at owner's risk.

12. Special Requests

Please advise us of any special requests when making your booking.

13. Not Showing Up for a Tour

No reimbursement will be made if the participant fails to join a tour.

14. Itinerary

The itinerary is a guide and may be altered due to circumstances beyond our control.

15. Tour Alterations

Changes to your confirmed tour can be considered depending on practicalities and availability.

16. Indemnity

Along The Shaws is exempt from liability for any loss or damage.

17. Children and Age Restrictions

All children must be accompanied by an adult. Certain tours have age restrictions.

18. Force Majeure/Act of God

Along The Shaws shall not be liable for events beyond our control.

19. Complaints

Inform your tour guide or local agent immediately of any issues.

20. COVID-19 Protocols

Along The Shaws adheres to government regulations regarding COVID-19.

21. Vehicle Rules and Regulations

Passengers must adhere to safety rules and regulations.

22. Drivers and Guides

We use registered guides and drivers.

23. Vehicle Safety Features

Our vehicles are equipped with safety features.

24. Vehicle Maintenance

Regular maintenance is conducted.

25. Governing Law

These conditions are governed by the Laws of the Republic of South Africa.