



Cancellation Policy

Terms and Conditions

1. Payments

1.1 Full payment is required 2 weeks prior to Departure.

1.2 Payment of the quoted amount constitutes binding acceptance by the client of the services offered on the terms set out herein.

1.3 Credit card payments will only be accepted via our online payment platforms

2. Deposits

2.1 We require a ZAR1000 (per person) deposit for land services and ZAR2000 (per person) for all trips including flights. Ideally a deposit should be at least 25% of total charge.

3. Amendments

3.1 All amendments and cancellations must be in writing

3.2. We reserve the right to levy additional charges in the case of amendments or alterations to confirmed bookings.

3.3 Change of Date: Guests are only permitted 1 free date change, for land trips only (45 days prior to travel). No refunds will be issued once a date of change has been applied. A ZAR100 per person amendment fee will be levied for any amendments within 45-30 days of travel. No change of dates will be permitted within 10 days of travel.

4. Travel Vouchers

4.1 Are non-transferable and non-refundable for cash

4.2 A Travel voucher can only be redeemed for the amount specified on the voucher therefore guests will be charged for the difference in your trip

4.3 Travel vouchers may only be redeemed for a Roadtrippers schedule trip and not any other products offered by Roadtrippers

4.4 Once your travel voucher has been redeemed, no further amendments or cancellations will be applied.

5. Covid Policy-N/A in South Africa

5.1 Upon presentation of a valid positive PCR test , guests will be charged a ZAR1500,00 amendment fee for land only services. All flight bookings will be reviewed (per booking) due to fluctuating flight prices. Thereafter change of date will only apply to a similar trip on a new travel date.

6. Cancellations

6.1 All flights are non-refundable.

6.2. All cancellations must be in writing. All individual trip cancellations must be made strictly within 3 days prior departure. Customers are advised to immediately report on all changes, cancellations and amendments.

6.3 However, in certain instances some establishments may have more stringent cancellation policies, in which case their cancellation policies will be applicable.

The below items 6.4 to 6.6 are applicable to groups:

6.4 If a booking is cancelled within 2 weeks of the departure date will forfeit their deposit of 10% of the total charge.

6.5 For bookings cancelled within 1 week of the departure date will forfeit their deposit of 30% of the total charge.

6.6 If a booking is cancelled cancellations within 3 days of the departure date, 100% of the total charged deposit will be forfeited.

7. Prices

7.1 Rates cannot be guaranteed until full payment has been received.

7.2 In some instances, some charges may apply and are payable directly by the client.

7.3 All prices are subject to change and availability at time of booking. If alternative accommodation or services are used, prices may vary accordingly.

7.4 Unless specifically stated as a CONFIRMATION of reservation, no bookings have yet been made.

7.5 Price increases resulting from increases in Government taxes or levies, including entrance fees to National Parks, will be passed on to clients.

8. Liability

8.1 While all reasonable care is taken, and we endeavour to use only properly licensed vehicles, approved establishments, and travel hosts. All services are undertaken on the basis of our suppliers' standard limited liability, terms and conditions. We are acting as agents and do not accept any liability for actions, errors, or omissions on the part of any suppliers and/or their staff or any third parties who are governed by their own respective rules and regulations.

Thank you