

# **JustDayTrips Mzansi – Terms & Conditions**

**Last Updated:** 21 July 2025

By booking a trip with JustDayTrips Mzansi, you agree to the following terms and conditions. Please read them carefully before making payment.

## **1. Booking & Payment**

- A booking is confirmed only after full or partial payment is received.
- A non-refundable deposit of R500 per person is required to secure your seat.
- The remaining balance must be paid no later than 7 days before departure.
- If the balance is not received by the due date, your booking may be cancelled without refund of the deposit.

## **2. Cancellation & Refund Policy**

- Deposit (R500): Non-refundable under all circumstances.
- Balance Payment Refunds:
- Cancellations 7 days or more before departure – 50% refund of the balance (excluding deposit).
- Cancellations less than 7 days before departure – No refund.
- No-shows or late arrivals on the day of departure will not be refunded.
- Refunds will only be processed to the original payer's account and may take up to 14 business days.

## **3. Changes & Cancellations by JustDayTrips Mzansi**

- We reserve the right to cancel or reschedule a trip due to circumstances beyond our control (e.g., extreme weather, border closures, strikes, or supplier issues).
- In such cases, you will be offered an alternative date or a credit voucher for future travel.
- Cash refunds will only be issued if the trip is cancelled by us and no alternative date is accepted.

#### **4. Safety & Risk**

- We take all reasonable steps to ensure your safety, but travel involves inherent risks.
- You participate in our trips at your own risk and are responsible for following safety instructions provided by the trip leader or service providers.
- Personal safety concerns that are not supported by official travel advisories or safety alerts are not grounds for a refund.

#### **5. Travel Documents**

- You are responsible for having valid travel documents (e.g., passport, visa, permits) for the destination.
- No refund will be issued if you are denied entry due to invalid or missing documents.

#### **6. Behaviour & Conduct**

- We reserve the right to refuse service or remove any participant from a trip due to misconduct, illegal activity, or endangerment of others, without refund.

#### **7. Liability**

- JustDayTrips Mzansi is not liable for loss, damage, injury, or death arising from activities during the trip, except where caused by our gross negligence.
- We are not responsible for any loss or costs due to delays, cancellations, or changes caused by third-party service providers.

#### **8. Acceptance of Terms**

- By making payment, you confirm that you have read, understood, and agreed to these Terms & Conditions.