

JustDayTrips Mzansi – Terms & Conditions

Last Updated: 01 June 2026

By booking a trip with JustDayTrips Mzansi (“we”, “us”, “the Company”), you (“the Customer”, “you”) agree to be bound by these Terms & Conditions. Please read them carefully before making payment. If you do not agree to these Terms, you may not book or participate in a trip.

1. Definitions

- “Trip” means any day trip, tour, excursion, or related activity organised, marketed, or operated by JustDayTrips Mzansi.
- “Content” means any photograph, video, audio recording, livestream, or other media capturing your likeness, voice, or image, taken during a Trip by us, our representatives, or other participants on our behalf.
- “Participant” means any person who books or joins a Trip, including minors travelling with a parent or guardian.
- References to “we/us/our” mean JustDayTrips Mzansi, its directors, employees, agents, sub-contractors, and appointed trip leaders or service providers.

2. Booking & Payment

- A booking is confirmed only once we have received full or partial payment and issued written confirmation (email or SMS).
- A non-refundable booking deposit of R500 per person is required to secure a seat. This deposit compensates us for administrative costs and provisional supplier bookings incurred on your behalf, regardless of the outcome of the booking.
- The remaining balance must be paid no later than 7 (seven) days before the scheduled departure date.
- If the balance is not received by the due date, we may cancel the booking without refund of the deposit, and may resell the seat to another customer.
- All prices are quoted in South African Rand (ZAR) and are inclusive/exclusive of VAT as indicated at the time of booking.

3. Cancellation & Refund Policy (Customer-Initiated)

- Deposit (R500): Non-refundable under all circumstances, including cancellations due to illness, change of plans, or force majeure events affecting the Customer personally.
- Balance refunds: cancellations received 7 or more days before departure qualify for a 50% refund of the balance paid (excluding the deposit).

- Cancellations received less than 7 days before departure: no refund of any amount paid.
- No-shows, late arrivals, or failure to present required documentation on the day of departure will not be refunded.
- All cancellation requests must be made in writing (email or WhatsApp to our official contact number) and are effective from the date and time we acknowledge receipt.
- Approved refunds will be processed only to the original payer's account/payment method and may take up to 14 business days to reflect.
- Where permitted under the Consumer Protection Act, we may offer a credit voucher in lieu of a cash refund at our discretion, valid for 12 months from issue.

4. Changes, Cancellation & Force Majeure

- We reserve the right to amend, reschedule, substitute a destination/activity, or cancel a Trip due to circumstances reasonably beyond our control, including but not limited to extreme weather, natural disaster, pandemic or public health restrictions, border closures, civil unrest, strikes, load-shedding, road closures, vehicle breakdown, or supplier failure ("Force Majeure Event").
- Where a Trip is cancelled or materially changed due to a Force Majeure Event or other cause within our control, you will be offered, at our discretion, an alternative date, a substitute Trip of equivalent value, or a credit voucher valid for 12 months.
- A cash refund will only be issued where we cancel the Trip entirely and you do not accept an alternative date, substitute, or voucher within a reasonable period (not exceeding 30 days) of being offered one.
- We are not liable for any consequential loss (e.g. flights, accommodation, leave days, or other arrangements booked independently by you) arising from a change, delay, or cancellation of a Trip.

5. Important – Assumption of Risk

PLEASE READ CAREFULLY: Day trips may include activities with inherent risks (e.g. travel by road, hiking, water-based or adventure activities, exposure to wildlife, uneven terrain, and crowded public venues). These risks can result in injury, illness, loss, damage, or death, even where reasonable care is taken. By booking, you acknowledge and accept these risks voluntarily.

- We take reasonable steps to ensure your safety, including using reputable suppliers and briefing Participants on safety instructions, but Trips inherently involve risk that cannot be eliminated.
- You participate in all Trips and activities at your own risk and must follow all safety instructions given by the trip leader, driver, or third-party service providers (e.g. guides, activity operators).
- You confirm that you are medically fit to participate, or have disclosed any

relevant medical condition, allergy, or disability to us in writing prior to departure.

- Personal safety concerns not supported by an official government, embassy, or recognised travel advisory will not be regarded as grounds for cancellation, rescheduling, or refund.

6. Liability & Indemnification

- To the maximum extent permitted by law, JustDayTrips Mzansi, its directors, employees, agents, and appointed trip leaders are not liable for any loss, damage, injury, illness, or death arising from or connected to a Trip, except to the extent caused by our gross negligence or wilful misconduct, which liability cannot lawfully be excluded under the Consumer Protection Act.
- We are not responsible for the acts, omissions, services, or products of independent third-party service providers (e.g. transport operators, venues, activity providers, accommodation, restaurants), whose own terms and liability limits will apply.
- We are not liable for loss of or damage to personal belongings, valuables, or luggage during a Trip, except where caused by our gross negligence.
- You agree to indemnify and hold JustDayTrips Mzansi harmless against any claim, loss, cost, or liability we incur as a result of your breach of these Terms, your unlawful conduct, or your wilful or negligent acts during a Trip, save where such claim arises from our own gross negligence or wilful misconduct.
- Nothing in these Terms limits any right or remedy that cannot lawfully be excluded under the Consumer Protection Act 68 of 2008.

7. Travel Documents

- You are solely responsible for holding valid travel documents (e.g. passport, visa, permit, vaccination certificate) required for the destination and any border crossing.
- No refund will be issued if you are denied entry, boarding, or participation due to invalid, expired, or missing documentation.

8. Behaviour & Conduct

- We may refuse service to, or remove from a Trip without refund, any Participant who engages in misconduct, illegal activity, intoxication that endangers themselves or others, or who endangers the safety, enjoyment, or property of other Participants, staff, or third parties.
- You will be liable for any damage you cause to vehicles, venues, equipment, or third-party property during a Trip.

9. Photography, Video & Marketing Consent

- During Trips, we, our trip leaders, or appointed photographers/videographers may capture photographs, video footage, or audio recordings (“Content”) of Participants for our own business records, quality control, and marketing purposes.
- By booking and participating in a Trip, you grant JustDayTrips Mzansi a non-exclusive, worldwide, royalty-free, perpetual licence to use, reproduce, edit, adapt, publish, and distribute any Content in which you appear, for marketing, advertising, promotional, and archival purposes, including (without limitation) on our website, social media channels, brochures, email newsletters, advertisements, and third-party platforms used to promote our business, without any payment, royalty, or further consent being due to you.
- We will not use Content in a manner that is misleading, defamatory, or that unreasonably invades your privacy, and we will not sell Content to unrelated third parties for their own independent marketing purposes.
- If you do not wish to be photographed or filmed, you must notify your trip leader in writing before the Trip begins (or at check-in), and we will take reasonable steps to exclude you from promotional Content; this may not always be possible for wide-shot or background footage at public venues.
- You may withdraw consent for future use of specific Content already captured by emailing us at hello@justdaytrips.co.za with a description of the Content; we will use reasonable efforts to remove it from future marketing materials, but withdrawal does not affect Content already published or distributed before your request.
- This clause does not transfer any copyright you may independently hold in your own photographs or social media posts; it relates only to Content captured by or on behalf of JustDayTrips Mzansi.

10. Minors & Children

- Participants under the age of 18 (“Minors”) may only join a Trip if accompanied by, or with the express prior written consent of, a parent or legal guardian.
- The parent or legal guardian who completes the booking warrants that they have full legal authority to accept these Terms, including the media consent in Clause 9, on behalf of the Minor, and agrees to the use of the Minor's image in Content on the same basis as set out in Clause 9.
- A parent or guardian may withdraw consent for the use of a Minor's image in marketing Content at any time by written notice to us, using the process in Clause 9, without affecting the Minor's continued participation in current or future Trips.

11. Personal Information & Privacy (POPIA)

- We collect and process personal information (including names, contact details,

payment information, and Content containing your image) in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).

- Personal information is used only for booking administration, communication about your Trip, legal/regulatory compliance, and the marketing purposes described in Clause 9, and is not sold to unrelated third parties.
- You may request access to, correction of, or deletion of your personal information (subject to our legal record-keeping obligations) by contacting hello@justdaytrips.co.za.

12. Intellectual Property

All itineraries, branding, written materials, and Content produced or commissioned by JustDayTrips Mzansi remain our intellectual property and may not be reproduced or used commercially by Participants without our prior written consent.

13. Governing Law & Dispute Resolution

These Terms are governed by the laws of the Republic of South Africa.

- Any dispute arising from these Terms or a Trip will first be referred to good-faith negotiation between the parties; if unresolved within 30 days, either party may refer the matter to the National Consumer Commission, an applicable consumer ombud, or the courts of South Africa having jurisdiction.

14. General

Entire Agreement: These Terms constitute the entire agreement between you and JustDayTrips Mzansi regarding a Trip and supersede any prior representations, unless confirmed by us in writing.

Amendment: We may update these Terms from time to time; the version in force at the time of your booking will apply to that Trip.

Severability: If any provision of these Terms is found unlawful or unenforceable, the remaining provisions will continue in full force and effect.

No Waiver: Our failure to enforce any provision of these Terms does not constitute a waiver of our right to enforce it later.

15. Acceptance of Terms

By making payment, you confirm that you have read, understood, and agree to be bound by these Terms & Conditions, including the assumption of risk (Clause 5), liability and indemnification provisions (Clause 6), and the photography/marketing consent (Clause 9).