



## Triptime (Pty) Ltd

Reg: 2017/157521/07

Tax: 9835568164

3675/206 Quarry Street, Protea South 1818

Tel: +27 81 030 4331 | +27 71 109 8655

www.triptime.co.za | info@triptime.co.za

### TERMS AND CONDITIONS FOR USE OF MYTRIPTIME (PTY) LTD SERVICES HEREIN REFERED TO AS

## TRIPTIME

This agreement applies to all Triptime customers (corporate, organisations, groups, couples, and individuals).

#### Key terms:

**Corporate customer:** An official entity registered under CIPC and is classified as an SMME or a large Enterprise.

**Organisations:** Any organisation including (but not limited to) NPOs (e.g., churches, society groups), NGOs, education institutions etc.

**Groups:** Any collection of individuals exceeding two persons and are not representing or represented by any particular entity.

**Couples:** Any pair of individuals or persons not representing or represented by a particular formal entity.

**Individuals:** Any one person not representing or represented by a particular formal entity.

**POPI Act:** Protection of Private Information Act

**Partnering service provider or vender:** Triptime's outsourced services including (not limited to) transport, accommodation, event co-ordination tour operation, activity planning etc.

**Traveller:** Any person partaking in the activity of traveling for business or leisure.

**Calendar days:** Natural days including working and non-working days.

**TripWallet:** A banking system/savings plan done through the Triptime company.

Directors: Mr. Neo Hlabathe (CEO) | Mr. Katleho Mankoe (GM)



Social  
Platforms



@my\_triptime



@my\_triptime



Triptime



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NB! Please refer to the **General** section of the Terms and Conditions and the section which applies to you as a Tiptime customer. E.g., couples need only concern themselves with the **Couples T's & C's** section and the **General T's & C's** sections.



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## SECTION 1: GENERAL TERMS AND CONDITIONS

### 1.1. Data capturing

- 1.1.1. Triptime will capture some information for record keeping and shall do so only in accordance with the South African POPI Act.
- 1.1.2. No information captured on our system(s) shall be divulged to any third part unless for booking purposes with our registered venders and service providers, including transport, accommodation, event co-ordination tour operation, activity planning etc.
- 1.1.3. No critical information is to be shared with any partnering service provider or vender.
- 1.1.4. For emergency, critical health information needs to be kept by the traveller and provided as per need.
- 1.1.5. Triptime does not take responsibility for improper use of one's information by the traveller.

### 1.2. Bookings

- 1.2.1. Triptime will handle all bookings on behalf of the traveller(s).
- 1.2.2. Where stipulated, all payments will be done to the service providers mentioned on the advertisement content (flyers, website uploads etc.)
- 1.2.3. The service providers will set the minimum deposit before booking can be made.
- 1.2.4. The deposit amount and the total are dependent on the agreement between Triptime and its service partners. These amounts cannot be negotiated further.
- 1.2.5. Target booking dates (deadlines) are set by the service providers for securing the business and deposit already made cannot be refunded.

### 1.3. Payment & Pricing

- 1.3.1. Pricing is set by Triptime and its partners to ensure that our customers get the most competitive deal. As such prices cannot be negotiated and will strive to make them as pleasing to our customer and fair to the services partners.
- 1.3.2. Payment of any quotation and/or invoice needs to be done within 7 calendar days.



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- 1.3.3. Deposit payments are non-refundable as stipulated on a quotation. If already paid in full, only the balance will be refunded when deposit is subtracted.
- 1.3.4. Deposit is determined by Triptime and the service provider for effective running of both entities.
- 1.3.5. The TripWallet is designed for saving for traveller(s) trip(s). Where deposit has been paid to service providers using the savings, the deposit will not be refunded as payment would have been done in line with the booking rules.
- 1.3.6. Where traveller(s) made use of the TripWallet, then the traveller(s) decide to cancel, 10% cancellation fee will be charge and the balance refunded to the traveller(s).
- 1.3.7. The monies saved through the TripWallet do not generate interest. No interest can be claimed for cancellation or for payments to the service partners.
- 1.3.8. Should there be any inflation related changes which affect the pricing (thus shortfall is encountered), the traveller(s) will be expected to cover the balance before the trip can take place.
- 1.3.9. Delay in payment of balances after deposit has been made which results to the desired booking not taking place or being occupied, Triptime will not be held responsible for it. The service partner will refund to Triptime, and necessary charges will apply.

#### 1.4. Transport

- 1.4.1. Transportation services are rendered by our transport partners. And their maintenance is provided by them. We only partner with reliable and professional services for your enjoyment and peace of mind.
- 1.4.2. You will not be required at any point to pay transport services or any partnering service provider directly where Triptime has already made payments on behalf of the traveller(s) unless the traveller did not pay through Triptime.
- 1.4.3. Additional activities that are out of the trip plan can be enjoyed at the traveller(s)'s own cost.



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## 1.5. Accommodation

- 1.5.1. Accommodation booked by Triptime is maintained by the accommodation partners and Triptime only works with reliable and professional partners. Any minor inconsistencies/inconveniences must be reported to the accommodation administrators. Major inconveniences can be reported to Triptime for recourse.
- 1.5.2. Accommodation is selected based on traveller(s) choice and budget.
- 1.5.3. No change of accommodation will be done once booking has been done.

## 1.6. Events

- 1.6.1. Events are sourced by Triptime, customers can enjoy the benefits as negotiated by Triptime. Triptime cannot book you an unplanned event. Travellers can add onto their package any event they may want to attend at own cost.

## 1.7. Tour packages

- 1.7.1. Tour packages are fixed and often cannot be modified.
- 1.7.2. Only custom travel requests can have changes made within a reasonable notice period prior to any deposits being made.

## 1.8. Holiday trip

- 1.8.1. Holiday trips are to be created by the traveller(s) in accordance with their needs.

## 1.9. Health and Safety

- 1.9.1. Triptime cannot be held responsible for any injuries or health problems sustained prior, during or after a trip. Necessary medical attention needs to be sought and provided by qualified personnel.
- 1.9.2. Triptime can only assist in the facilitation of medical dispatch or seeking of help where required.



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## SECTION 2: CORPORATE TERMS AND CONDITIONS

### 2.1. Corporate account

- 2.1.1. For a corporate account, there are no monthly premium obligations. Only when a particular trip has been planned and TripWallet is to be used.
- 2.1.2. Invoice for every trip will be generated and be settled by accounts before a set/specific deadline.

### 2.2. Corporate members

- 2.2.1. Any member who is verified to belonging to the company can travel through the company's account.
- 2.2.2. There is no limit to the number of trips since there are no monthly obligations.

### 2.3. Travel plan

- 2.3.1. Travel plans can be made in advance depending on reservations availability.
- 2.3.2. Emergency travel plan will incur an emergency fee charge to allow clearance where possible to prioritise the business operation.

## SECTION 3: ORGANISATIONS & GROUPS TERMS AND CONDITIONS

### 3.1. Group/Organisation contributions

- 3.1.1. All contributions must be made before the designated day for payment deposit.

### 3.2. Group/Organisation account

- 3.2.1. The Group/organisation account with Triptime can be accessed by the members of the group and no one else.
- 3.2.2. A Group/organisation is expected to elect two members as the representative persons for all communications.

### 3.3. Travel Plans

- 3.3.1. All members are expected to be present at the point of departure for any trip is taken.
- 3.3.2. Safety of the group is the responsibility of the group/organisation itself.
- 3.3.3. Substitution of travellers is allowed if the age category and/or gender criteria is met (e.g. an adult cannot replace a child for a particular age sensitive trip or a male cannot



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replace a female where a trip is reserved for a females only). Non-gender sensitive trips may still have substitution of from one gender to another.

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END

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E&OE

Triptime would like to thank you for choosing the use of our services!



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