



## **Triptime (Pty) Ltd**

Reg :2017/157521/07

Tax: 9835568164

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### Refund Policy for Triptime (Pty) Ltd t/a Triptime

At Triptime, we are committed to providing exceptional service and ensuring customer satisfaction. We understand that plans may change, and sometimes circumstances necessitate the cancellation of a booking. To facilitate smooth transactions and uphold transparency, we have formulated the following refund policy:

- 1. Cancellation Period:** Customers are entitled to cancel their booking within a specified cancellation period. The cancellation period and associated refund eligibility criteria may vary depending on the type of tour/package booked. Please refer to the specific tour/package details for cancellation terms.
- 2. Refund Eligibility:**
  - Full Refund: If cancellation is made within the stipulated cancellation period, customers are eligible for a full refund of the booking amount.
  - Partial Refund: Cancellations made after the cancellation period may be subject to a partial refund, depending on the circumstances and expenses incurred by Triptime.
- 3. Refund Processing Time:**
  - Refunds will be processed within 7 business days from the date of cancellation approval.
  - Please note that the actual time it takes for the refunded amount to reflect in your account may vary depending on your financial institution's policies.
- 4. Refund Method:**
  - Refunds will be issued through the same payment method used for the initial booking unless otherwise specified by the customer.
  - In case of cash payments or other non-electronic payment methods, refunds will be processed via bank transfer or alternative method agreed upon between Triptime and the customer.
- 5. Non-Refundable Items:**



Directors: Mr. Neo Hlabathe (CEO)

Mr. Katleho Mankoe (GM)

Social  
Platforms



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@My\_triptime



@Triptime



@Triptime (Pty) Ltd



- Certain expenses such as non-refundable deposits, permits, entrance fees, or tickets purchased in advance on behalf of the customer may not be eligible for a refund.
- Any additional non-refundable charges incurred due to third-party services or arrangements made by the customer are not covered under our refund policy.

#### 6. **Force Majeure Events:**

- In the event of unforeseen circumstances or force majeure events such as natural disasters, political unrest, or other situations beyond our control, Triptime reserves the right to modify or cancel tours/packages. In such cases, customers will be offered alternative options or a refund, subject to applicable terms and conditions.

#### 7. **Refund Request Procedure:**

- To request a refund, customers must contact Triptime via email or phone and provide relevant booking details.
- Refunds will be processed based on the cancellation policy applicable to the specific tour/package booked.

#### 8. **Exceptions:**

- Requests for refunds outside the specified cancellation period or under exceptional circumstances not covered by this policy will be reviewed on a case-by-case basis by Triptime management.

#### 9. **Policy Updates:**

- Triptime reserves the right to amend or update this refund policy without prior notice. Any changes will be communicated to customers through our website or other appropriate channels.

By booking a tour/package with Triptime customers acknowledge and agree to abide by the terms and conditions outlined in this refund policy.

If you have any questions or require further clarification regarding our refund policy, please don't hesitate to contact us.

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