



Terms and Conditions for Accepting a Reservation & Cancellation Policy

Condition of Payment:

This company will claim a 100% deposit based on the general practice of the Industry.

A 100% deposit or upfront credit card payment will confirm all bookings. No booking can be confirmed without the required proof of payment, credit card payment or bank cheque clearances, received.

Vouchers are acceptable for Tour Operators only: Payment terms strictly 30 days from invoice.

Cancellation Policy:

Our cancellation policy is based on the general practice of the industry, booking is essential and subject to availability. We require a deposit of 100% to confirm the booking. We may impose a cancellation fee in the event of cancellation before activity date booked. The fee will depend on the nature of the booking, the length of notice of cancellation before activity, the reasonable potential to find alternative clients for the booking and the reason for cancellation

- A 100% refund will be granted should Client / Operator cancel or amend the booking 24 hours prior to the activity date booked.
- No refund will be granted should Client / Operator cancel or amend the booking prior to arrival on the exact date of the activity date booked.
- No refund will be applicable should the Client / Operator fail to arrive, without notification on the exact date of the activity booked.
- A full refund will be considered on merit, by management, in the event of illness / hospitalization / accident or death, upon receipt of proof.
- A full refund will be granted to Clients / Operators should Stormsriver Adventures cancel any activity in the interest of safety.
- No refund will be granted should the Client / Operator not complete the tour.
- **Note that a 10% administration fee is charged on ALL refunds.**

Additional Extras:

All extras not mentioned, for own account and should be settled before departure.

Confirmation of Bookings and Final Numbers:

Confirmation of bookings, final numbers and dietary requirements must be confirmed at least 48hrs in advance.

Banking details:

Stormsriver Adventures (PTY) LTD
ABSA Cheque Account: Humansdorp
Account number: 4047 410 159
Branch code: 334115

Contact details:

Tel: (042) 2811 836
Fax: (042) 2811 609
Website: www.stormsriver.com
E-mail: adventure@gardenroute.co.za

