

RAWSON TOURING

Terms & Conditions, Payment, Cancellation & Booking Policy

South Africa • Effective 22 August 2026

DAY TOURS	MULTI-DAY TOURS
Generally zero deposit at booking. First payment: 14 days before departure. Balance: 7 days before departure. 24+ hour cancellation: generally no standard charge.	Generally 25% deposit. 35% approximately 30 days before departure. 40% final balance 14 days before departure. Earlier/larger payments may apply for peak-season or high-commitment bookings.

Important: The quotation and booking confirmation for a particular trip may contain specific payment or cancellation conditions where supplier requirements differ from these standard terms.

1. Introduction

These Terms & Conditions ("Terms") apply to all tours, safaris, transfers, excursions, accommodation packages, private tours, scheduled small-group tours, tailor-made itineraries and other travel services booked through Rawson Touring (Pty) Ltd ("Rawson Touring", "we", "us" or "our").

By making a booking, paying an invoice, accepting a quotation, confirming an itinerary, or otherwise instructing Rawson Touring to arrange travel services, the person making the booking ("Lead Traveller") confirms that they have read and accepted these Terms on behalf of themselves and all travellers included in the booking.

These Terms should be read together with the applicable quotation, itinerary, invoice, booking confirmation, payment schedule and any special conditions specifically communicated to the Lead Traveller. Where a specific quotation or booking confirmation contains terms that expressly differ from these general Terms, the specific written booking terms will apply to that booking.

2. Our Role as Tour Operator

Rawson Touring provides and/or arranges guided tours, safari experiences, transportation, accommodation and other travel services. Depending on the itinerary, certain services may be supplied directly by Rawson Touring while others are provided by independent third-party suppliers, including hotels, guesthouses, lodges, safari reserves, national parks, activity operators, restaurants, boat operators, attraction operators, adventure activity providers, airlines, other transportation providers, local guides and specialist service providers.

Where a third party supplies part of the itinerary, that supplier's operational requirements, availability and booking conditions may affect the reservation. Rawson Touring will make reasonable efforts to select reputable suppliers and deliver the itinerary as confirmed, but cannot guarantee the continued availability or operation of any third-party supplier.

3. Types of Bookings

For payment and cancellation purposes, bookings generally fall into three categories:

Day Tours — services completed within one calendar day, including Cape Town day tours, Garden Route day tours, Addo Elephant National Park excursions, safari excursions, private day tours and shore excursions.

Multi-Day Tours — tours involving overnight accommodation or services delivered over two or more days, including Garden Route tours, Cape Town and Garden Route tours, safari packages, multi-day private tours, national park itineraries and tailor-made South Africa tours.

Special / High-Commitment Bookings — peak-season bookings, Christmas and New Year travel, Easter periods, large groups, luxury or premium accommodation, honeymoon itineraries, exclusive-use vehicles, private safari lodges, special events, internationally connected itineraries and custom itineraries involving substantial non-refundable supplier commitments.

Different payment or cancellation conditions may apply to the third category and will be stated in the quotation or booking confirmation.

4. Quotations and Prices

All quotations are subject to availability unless expressly stated otherwise. A quotation does not automatically guarantee accommodation, safari, activity, vehicle or other supplier availability.

Prices are based on the itinerary, number of travellers, accommodation category, travel dates, inclusions and supplier rates applicable at the time of quotation. A quotation may change before confirmation if accommodation becomes unavailable, supplier rates change, the number of travellers changes, a requested category becomes unavailable, a supplier introduces a surcharge, government/conservation/park fees change, exchange-rate movements materially affect an overseas supplier cost, or the customer changes the itinerary.

Once a booking has been formally confirmed at an agreed price, Rawson Touring will not arbitrarily increase the price except where the booking terms specifically permit an adjustment arising from circumstances outside Rawson Touring's reasonable control or customer-requested changes.

5. What Is Included and Excluded

The inclusions for each tour are stated in the applicable quotation, itinerary or booking confirmation. Depending on the tour, inclusions may include professional guide services, transportation, fuel, accommodation, breakfast, selected meals, national park entrance fees, safari fees, game drives, selected activities, transfers and sightseeing.

Items not expressly stated as included should be regarded as excluded. Typical exclusions may include international flights, domestic flights unless specifically included, travel insurance, personal expenses, meals not stated as included, alcoholic beverages, optional activities, tips and gratuities, personal shopping, visa costs, medical expenses, emergency evacuation and independently booked activities.

6. Accommodation

Accommodation included in multi-day tours is generally arranged through independent third-party accommodation providers and is subject to availability.

The accommodation category stated in the itinerary represents the intended standard or category and does not necessarily guarantee a particular hotel, lodge or room unless that property has been specifically confirmed in writing.

Rawson Touring may substitute accommodation where necessary, provided that the replacement is reasonably comparable in standard, location and overall value. Circumstances may include the property becoming fully booked, supplier closure, maintenance, operational changes, overbooking, seasonal restrictions, safety concerns or supplier cancellation.

Where reasonably possible, Rawson Touring will consult the traveller before making a material accommodation substitution. If a replacement is materially lower in value, Rawson Touring will reasonably address the difference

through an appropriate adjustment or alternative arrangement.

7. Peak-Season Accommodation

During peak periods, accommodation can become fully booked months in advance. Peak periods may include December and January, Easter, South African school holidays, major public holidays, major sporting or cultural events, popular safari periods and other supplier-defined high-demand periods.

For peak-season multi-day bookings, Rawson Touring may require an earlier or larger payment where necessary to secure accommodation or other non-refundable supplier commitments. Any such requirement will be communicated before the relevant payment is due.

The Lead Traveller understands that Rawson Touring cannot guarantee a specific accommodation property until the property has been confirmed by the supplier.

8. Standard Day-Tour Payment Policy

For standard day tours, Rawson Touring generally offers no deposit at the time of booking, unless the specific tour, supplier or booking platform states otherwise.

The first payment is generally due 14 days before departure and the remaining balance is generally due 7 days before departure, unless otherwise stated in the booking confirmation.

If a booking is made less than 14 days before departure, Rawson Touring may require payment immediately or according to the booking instructions. Bookings made within 7 days of departure may require full payment at confirmation. Rawson Touring may use a different payment schedule where a third-party supplier requires earlier payment.

9. Standard Day-Tour Cancellation Policy

For standard day tours, cancellation 24 hours or more before departure generally carries no standard cancellation charge. Where Rawson Touring has already incurred a non-refundable third-party cost specifically attributable to the booking, that amount may be deducted where legally permissible and where the customer was informed of the applicable condition.

Cancellation less than 24 hours before departure may result in a cancellation charge or loss of amounts already paid, reflecting costs incurred and the reasonable opportunity to resell the service. A no-show may be treated as non-refundable. Rawson Touring may exercise reasonable discretion where circumstances warrant.

10. Multi-Day Tour Payment Policy

Multi-day tours require a different payment structure because Rawson Touring may need to commit funds to accommodation, safari reserves, activities, transportation and other third-party suppliers before the tour begins.

For standard multi-day tours, the general payment structure is:

- 25% deposit to confirm the booking.
- 35% approximately 30 days before departure, where the booking is made sufficiently far in advance.
- 40% final balance 14 days before departure.

Bookings made less than 30 days before departure may have an accelerated payment schedule. Bookings made less than 14 days before departure may require full payment immediately.

The deposit may be increased where required by third-party suppliers, particularly for peak-season accommodation, luxury accommodation, safari lodges, special-event dates, large groups, private-use services or non-refundable supplier arrangements. The applicable deposit will be communicated before payment.

11. Peak-Season and High-Value Multi-Day Bookings

For peak-season, luxury, private safari, honeymoon, large-group or other high-value bookings, the standard 25/35/40 payment structure may not apply. Rawson Touring may require a larger initial deposit, earlier payment, full payment before the standard final-payment date, supplier-specific non-refundable payments or separate deposits for accommodation or activities.

The applicable payment schedule will be included in the quotation or booking confirmation. Where a supplier requires a non-refundable payment, Rawson Touring will disclose this condition as clearly as reasonably possible before the customer commits to the booking.

12. Bookings Made Close to Departure

Bookings made within 30 days of departure may require accelerated payment. Bookings made within 14 days of departure may require full payment. Bookings made within 7 days of departure may only be accepted if all required suppliers confirm availability.

Rawson Touring is not responsible for failing to secure requested accommodation or activities where the booking is made after supplier inventory has become limited or unavailable.

13. Booking Confirmation

A booking is confirmed when Rawson Touring has received the required payment, received the required traveller information, confirmed the requested services or an agreed alternative, and issued written booking confirmation.

A quotation, enquiry, payment link or provisional itinerary does not necessarily constitute confirmation unless Rawson Touring expressly confirms the booking.

14. Payment Methods and Currency

Payment may be made using payment methods offered by Rawson Touring or authorised payment providers, which may include credit card, debit card, electronic funds transfer, payment platforms and approved online payment links.

Third-party payment platforms may charge transaction, processing or service fees. Rawson Touring is not responsible for fees charged independently by a customer's bank, card issuer or payment provider.

Unless otherwise stated, South African prices are quoted in South African Rand (ZAR). Where another currency is shown for convenience, the final amount may be determined by the payment provider's exchange rate or agreed quotation terms. Bank charges, international transfer fees and currency-conversion charges are generally the payer's responsibility unless otherwise agreed.

15. Multi-Day Cancellation Policy

A customer may cancel a multi-day booking by written notice to Rawson Touring.

Cancellation amounts will take into account the date cancellation is received, departure date, amounts already paid to third-party suppliers, supplier refundability, whether accommodation and activities can be resold, season, group size, nature of itinerary and reasonable administrative or operational costs.

More than 60 days before departure: cancellation may generally result in forfeiture of the booking deposit or actual non-refundable supplier costs, whichever is applicable under the booking terms.

30–60 days before departure: a reasonable cancellation charge may apply based on actual financial exposure.

14–29 days before departure: a higher cancellation charge may apply because the opportunity to resell services becomes increasingly limited.

Less than 14 days before departure: substantial cancellation charges may apply, including amounts already committed to non-refundable suppliers.

Less than 7 days before departure or a no-show: amounts paid may be non-refundable to the extent permitted by applicable law and the specific supplier conditions.

16. Actual Supplier Costs and Reasonable Cancellation Charges

Rawson Touring will not automatically retain money merely because a customer cancels. Where cancellation occurs, Rawson Touring will consider the actual financial exposure associated with the booking and the reasonable possibility of recovering or reselling services.

Where a supplier refunds Rawson Touring, the recoverable amount will be passed to the customer, subject to applicable reasonable charges or costs permitted by the booking terms and applicable law.

17. Special Supplier Cancellation Conditions

Certain services may have their own cancellation conditions, including safari lodges, private reserves, national park activities, luxury accommodation, adventure activities, flights, special events, Christmas/New Year bookings, group bookings and non-refundable promotional rates.

Where such conditions materially affect the customer's ability to obtain a refund, Rawson Touring will communicate them as part of the quotation or booking confirmation where reasonably practicable.

18. Changes Requested by the Customer

Customers may request changes to their itinerary. Rawson Touring will make reasonable efforts to accommodate changes but cannot guarantee availability.

Changes may result in additional costs for accommodation, transport, activities, guides, entrance fees, supplier amendment fees, fare differences or administrative arrangements. Any additional cost will be communicated before the change is implemented where reasonably possible.

A reduction in services does not automatically result in a proportional refund where Rawson Touring has already committed funds to suppliers.

19. Date Changes

Requests to change travel dates are subject to availability. A date change may be treated as a cancellation and rebooking where original suppliers do not permit free changes. Supplier penalties or additional costs may be passed to the customer where permitted and disclosed. Rawson Touring will make reasonable efforts to minimise such costs.

20. Rawson Touring Changes to an Itinerary

Travel involves circumstances that can occasionally require changes. Rawson Touring may make reasonable changes where necessary because of weather, road closures, safety concerns, wildlife conditions, supplier availability, accommodation availability, operational changes, government requirements, park restrictions, natural events, force majeure or other circumstances outside reasonable control.

Where a material change is necessary, Rawson Touring will seek to provide a reasonable alternative of comparable value where practicable.

21. Activities, Attractions and Safari

Activities may be operated by independent suppliers and may be subject to age, weight, medical, fitness, safety, weather, supplier and equipment requirements.

Wildlife sightings cannot be guaranteed. Rawson Touring does not guarantee sightings of lions, leopards, elephants, rhinos, buffalo, specific bird species or any other animal. No refund is payable solely because a particular animal is not seen.

A traveller who voluntarily chooses not to participate in an included activity will not necessarily be entitled to a refund.

22. Traveller Responsibilities

Travellers are responsible for providing accurate personal information, passport information where required, dietary and mobility requirements, arriving on time, following guide and supplier instructions, respecting accommodation rules, respecting wildlife and environmental regulations, ensuring required travel documentation, obtaining appropriate travel insurance and paying amounts by the applicable due dates.

23. Passports, Visas and Travel Documents

Travellers are responsible for ensuring that they have a valid passport, appropriate visas, permits, required health or travel documentation and other documentation required for their journey. Rawson Touring may provide general travel information but does not guarantee that a traveller will satisfy immigration or entry requirements.

24. Travel Insurance

Travel insurance is strongly recommended for all travellers, particularly for multi-day and international travel. Insurance should reasonably cover cancellation, curtailment, medical expenses, emergency evacuation, lost baggage, travel interruption, missed connections and personal liability where available.

Rawson Touring is not an insurer and does not provide insurance unless expressly stated. Travellers remain responsible for ensuring that their insurance provides adequate coverage.

25. Medical Conditions and Mobility

Travellers must inform Rawson Touring of any condition or mobility requirement that may reasonably affect safe delivery of the tour. Some activities may not be suitable for all travellers. Rawson Touring may consult a supplier where necessary to determine whether a requested activity can safely accommodate a traveller.

26. Children and Minors

Parents or legal guardians are responsible for children travelling with them. Certain accommodation providers, safari reserves and activities may have age restrictions. Where age restrictions apply, Rawson Touring will communicate them where reasonably practicable.

27. Pick-Up, Departure and No-Show

Travellers must be ready at the agreed pickup location at the confirmed time. Traveller lateness may result in reduced tour time, additional waiting or transport costs, missed activities or departure without the traveller. If a traveller cannot be located after reasonable attempts to contact them, the booking may be treated as a no-show.

28. Cruise Ship Passengers

Shore-excursion travellers are responsible for providing accurate ship name, arrival time, departure time, port information and passenger details. Rawson Touring will plan around the information supplied. Where a ship changes its schedule, delays docking or prevents passengers from disembarking, Rawson Touring will make reasonable efforts to assist, but refunds are subject to circumstances and supplier conditions.

29. Vehicles and Transport

Vehicles are selected according to group size and tour requirements. The vehicle shown in marketing material may be replaced with another suitable vehicle where necessary. A vehicle substitution does not automatically constitute a material change if the replacement is reasonably suitable for the confirmed service.

30. Baggage and Personal Belongings

Travellers are responsible for their personal belongings. Rawson Touring will take reasonable care of passengers and luggage but is not responsible for loss, theft or damage caused by circumstances outside its reasonable control. Travellers should avoid leaving valuables unattended.

31. Third-Party Suppliers

Third-party suppliers may have their own terms, cancellation policies, safety requirements, age restrictions, check-in requirements, deposit conditions and refund policies. Where these conditions materially affect a booking, they may be incorporated into the booking conditions.

32. Force Majeure

Rawson Touring will not be responsible for failure or delay caused by circumstances beyond its reasonable control, including severe weather, floods, fires, natural disasters, epidemics or pandemics, civil unrest, war, terrorism, government restrictions, road closures, strikes, supplier failure, infrastructure failures, wildlife or environmental restrictions, acts of God or other extraordinary events.

Where such circumstances occur, Rawson Touring will make reasonable efforts to protect traveller safety, modify the itinerary, provide reasonable alternatives, recover supplier refunds where available and communicate material changes promptly.

33. Rawson Touring Cancellation

Rawson Touring may cancel or materially modify a tour where necessary because of insufficient supplier availability, safety concerns, vehicle failure where no reasonable replacement is available, supplier cancellation, government restrictions, force majeure or other circumstances making the tour impracticable.

Where Rawson Touring cancels for reasons within its reasonable control and cannot provide a suitable alternative, amounts paid for services not provided will be addressed fairly. Where cancellation results from force majeure or third-party circumstances, Rawson Touring will make reasonable efforts to recover applicable supplier refunds or credits.

34. Refunds and Travel Credits

Approved refunds will generally be processed after the relevant cancellation or supplier refund has been determined. Where Rawson Touring must first obtain a refund from a third-party supplier, the customer may need to wait until that supplier processes the refund.

Refunds will normally be made using the original payment method where practicable. Bank and payment-provider processing times may vary.

Where appropriate and legally permissible, Rawson Touring may offer a travel credit instead of a cash refund, with the value, expiry, restrictions and transferability clearly stated.

35. Complaints

Rawson Touring aims to resolve complaints promptly and fairly. Travellers should raise operational problems with their guide or Rawson Touring as soon as reasonably possible so there is an opportunity to correct the issue during the tour.

Complaints that cannot be resolved during the trip should be submitted in writing as soon as reasonably practicable after completion and should include the booking reference, traveller name, date of travel, description of the issue, supporting information and requested resolution.

36. Service Quality and Supplier Performance

Rawson Touring will provide services with reasonable care and skill. Where an independent third-party supplier provides a service, Rawson Touring will take reasonable steps to select and coordinate the supplier. A supplier failure will be investigated and addressed according to the circumstances, applicable supplier conditions and applicable law.

37. Limitation of Liability

Nothing in these Terms is intended to exclude or limit any right or remedy that cannot lawfully be excluded or limited.

Subject to applicable law, Rawson Touring will not be responsible for loss caused solely by the traveller's own acts or omissions, failure to follow reasonable instructions, failure to provide accurate information, independent third-party actions beyond Rawson Touring's reasonable control, force majeure events, personal belongings or missed activities caused by traveller lateness.

Nothing in these Terms excludes liability that Rawson Touring is legally prohibited from excluding.

38. Consumer Rights

These Terms are intended to operate consistently with applicable South African consumer-protection legislation. Nothing in these Terms removes or restricts a consumer right that cannot legally be excluded.

Where applicable law provides a consumer with a right to cancel an advance booking, Rawson Touring may require a reasonable deposit and/or impose a reasonable cancellation charge consistent with the circumstances and applicable law.

39. Privacy and Personal Information

Rawson Touring may collect and process personal information necessary to process bookings, arrange accommodation, transportation and activities, communicate with travellers, meet legal requirements, provide customer support and process payments. Personal information will be handled in accordance with applicable privacy and data-protection requirements.

40. Marketing and Website Information

Photographs, videos and descriptions are intended to illustrate the nature and standard of the experience. Actual scenery, wildlife, accommodation, vehicles and conditions may vary.

Rawson Touring makes reasonable efforts to keep website information accurate and current, but prices, availability, itineraries, supplier information and operating conditions may change. A specific confirmed booking document takes precedence over general website information where there is a difference.

41. Third-Party Booking Platforms

Where a booking is made through a third-party platform or payment provider, that platform may have additional terms. The booking may be governed by these Rawson Touring Terms, the specific booking confirmation, the platform's applicable terms and relevant supplier conditions. Where there is a conflict, legally applicable terms determine the parties' rights and obligations.

42. Payment Default

If a required payment is not received by its due date, Rawson Touring may contact the customer and provide a reasonable opportunity to bring the account up to date. If payment remains outstanding, Rawson Touring may cancel the booking, release accommodation or activities, apply applicable cancellation terms, require immediate payment to reinstate the booking or treat the booking as cancelled where permitted.

43. Unauthorised Chargebacks

Customers should contact Rawson Touring before initiating a payment dispute or chargeback where a genuine booking issue exists. A chargeback does not automatically cancel the contractual booking. Rawson Touring may provide the payment provider with booking records, payment records, communications and relevant evidence concerning a disputed transaction.

44. Group Bookings and Rooming

Group bookings may be subject to different payment and cancellation terms. The Lead Traveller is responsible for ensuring all group members are aware of applicable conditions. A reduction in group size may affect per-person pricing, vehicle requirements, accommodation and rooming arrangements.

Multi-day tour prices may be based on two people sharing. A single traveller may be required to pay a single supplement where accommodation suppliers charge an additional amount for single occupancy.

45. Custom Itineraries

Custom itineraries may be subject to bespoke payment and cancellation conditions because they can involve multiple suppliers making advance commitments. Rawson Touring may require a larger deposit or earlier final payment. The applicable conditions will be stated in the quotation.

46. Government, Park and Conservation Fees

Government, conservation, national park or other statutory fees may change after an itinerary has been quoted. Where such charges are imposed after quotation and before departure, Rawson Touring may notify the customer of the applicable additional amount where permitted by law and the agreed booking terms.

47. Gratuities

Tips and gratuities are generally not included unless expressly stated. Gratuities are voluntary and should reflect the traveller's satisfaction with the service.

48. Dispute Resolution

Rawson Touring encourages customers to first attempt to resolve disputes directly with the company. Where a dispute cannot be resolved directly, either party may exercise rights available under applicable South African law. Nothing in these Terms prevents a consumer from approaching a competent regulatory authority, consumer body, tribunal or court where legally entitled to do so.

49. Governing Law

These Terms are governed by the laws of the Republic of South Africa, subject to applicable consumer-protection legislation and the jurisdiction of competent South African courts.

50. Severability, No Waiver and Entire Agreement

If any provision is found unlawful, invalid or unenforceable, it will be interpreted or modified to the extent necessary to make it lawful where legally permissible, and the remaining provisions continue to apply.

A failure by Rawson Touring to enforce a provision immediately does not constitute a waiver of the right to enforce it later.

The applicable booking confirmation, quotation, itinerary, payment schedule and these Terms constitute the agreement concerning the booking, subject to mandatory rights under applicable law.

51. Payment Summary

DAY TOURS

- Booking: generally zero deposit.
- 14 days before departure: first payment due.
- 7 days before departure: balance due.
- Cancellation 24+ hours before departure: generally no standard cancellation charge, subject to disclosed non-refundable third-party costs and applicable law.
- Cancellation less than 24 hours: cancellation charge or loss of payment may apply.
- No-show: generally non-refundable.

STANDARD MULTI-DAY TOURS

- At confirmation: generally 25% deposit.
- Approximately 30 days before departure: further 35%.
- 14 days before departure: remaining 40%.
- Bookings made less than 30 days before departure: accelerated payment may apply.
- Bookings made less than 14 days before departure: full payment may be required.
- Peak season / luxury / special supplier conditions: a different deposit or payment schedule may apply and will be stated in the quotation.

52. Final Booking Condition

The exact payment schedule and cancellation conditions applicable to a particular booking will be stated in the quotation or booking confirmation where they differ from these standard Terms.

By confirming a booking, the traveller acknowledges that they have had an opportunity to review the applicable payment and cancellation conditions.

Rawson Touring's objective is to provide a fair, transparent and commercially sustainable booking policy that protects customers while allowing the company to responsibly secure accommodation, transportation, safari experiences and other third-party services.

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South Africa

Legal review recommended before publication. These terms are intended to operate subject to applicable South African law and mandatory consumer rights.