

Available Hours & WhatsApp Use

The arrival of cell phones — and later WhatsApp — has changed our lives in many wonderful ways, but it has also created an unintended expectation of constant availability. While instant communication is convenient, it isn't always practical or sustainable.

Travel is a high-volume, detail-heavy industry. Much of the work is complex and time-consuming. WhatsApp doesn't offer the tools our business needs to manage enquiries, track tasks, or keep work organised. Over time, routine messages and calls outside of designated available hours have become so prolific that they inhibit our ability to process our work efficiently and have overwhelmed our personal time.

Because our work occasionally requires after-hours availability for *true* travel emergencies, we do need to **ringfence WhatsApp** & outside of hours calls for specific situations, but these are in exception to the tried and tested traditional methodologies that support efficiency and balance.

We've taken firm steps to protect our working structure.

During normal business hours (Mon–Thu 09h00–16h00 & Fri 09h00–15h00), reach us by email or using our contact form on this website, or by **phone**: 013 757 0883. If you're experiencing a **genuine travel emergency** outside of these hours **phone** us and follow the prompts for assistance.

WhatsApp is only available for travellers who are currently **physically travelling within the next 24 hours**, routine enquiries will not be handled over WhatsApp.

We look forward to serving you more effectively by returning to organised, manageable, and efficient practices.

