

Booking, Cancellation and Refund Policy

Protea Pathways (Pty) Ltd

PUBLIC POLICY | VERSION 1.0

Effective date	7 September 2026
Review date	7 September 2027, or earlier if the law or services change
Applies to	Protea Childcare, Protea Education, Protea Online, Protea Global and proteapathways.com
Document owner	Director / Information Officer

This document reflects Protea Pathways' current operating model. It applies together with the relevant quotation, booking confirmation, consent forms and mandatory South African law, and will be reviewed when services, suppliers or legal requirements change.

1. Scope

This policy applies to Protea Pathways childcare, wedding and event nanny services, tutoring, training, online offerings and related services, unless a signed service-specific agreement states lawful additional terms.

2. Confirmation

A booking is confirmed only after written acceptance by Protea Pathways and receipt of all required forms, consents and stated payments. Automated acknowledgements and chatbot responses do not confirm a booking.

3. Quotations and payment

Wedding and event childcare is quoted from a standard service rate of R250 per hour. Each quotation must state the service, date and time, confirmed venue or online platform, number and needs of children or learners, staffing ratio where applicable, included hours, travel costs, total price, payment schedule and any reservation amount. Childcare starts at the confirmed venue or parent address. Tutoring, courses and other approved online education services start through the platform stated in the booking confirmation. Overtime and travel depend on the assignment and must be quoted or agreed in writing. Payment is currently made by EFT to the company's Capitec account; no online payment gateway is currently used. No undisclosed fee will be charged.

4. Client cancellations

Clients should cancel in writing as soon as possible. Protea Pathways may charge only a reasonable cancellation amount allowed by law, taking account of the notice given, the likelihood of filling the booking, work already performed, unrecoverable costs and the nature of the service.

Wedding / event childcare	7+ days: refund less proven unrecoverable costs. 48 hours to under 7 days: 50% refund. Under 48 hours: non-refundable except where law requires otherwise.
Tutoring session	Cancel 7+ days before for a refund. Reschedule at least 24 hours before. Later cancellation or a no-show is non-refundable except where law requires otherwise.
Training / live course	Before commencement: refund less reasonable incurred costs. After commencement: no automatic full refund; a fair partial refund may be considered for undelivered components.
Digital content	Access is personal. Materials may not be shared or resold. Refund rights for accessed or downloaded content remain subject to the CPA, ECTA and the condition and description of the content.

5. Rescheduling

Wedding and event rescheduling should be requested at least three calendar days before the service. Tutoring rescheduling requires at least 24 hours' notice. Every change is subject to availability. If Protea Pathways agrees, amounts already paid may be transferred to the new date after deducting only lawful, disclosed and reasonable unrecoverable costs. Repeated changes may require a new quotation.

6. Cancellation by Protea Pathways

If Protea Pathways cannot provide the confirmed service, it will offer a suitable replacement or rescheduled service where reasonably possible. If the client does not accept the alternative, amounts paid for the unprovided service will be refunded, without limiting rights that cannot legally be excluded.

7. Late arrival, overtime and collection

Additional childcare time is subject to nanny availability and the overtime rate agreed in the quotation or in writing. Parents and guardians must arrange timely collection or relief. Tutoring students should notify Protea Pathways of delays so schedules can be adjusted where possible. After three repeated late arrivals, the owner may review the learner's reserved time slot. If a responsible adult cannot be reached for a child, the nanny will follow the emergency and safeguarding procedure and will not leave the child unattended.

8. Client responsibilities

The client must disclose information reasonably needed to quote and deliver the service safely, provide authorised contacts, ensure reasonable access to the confirmed venue or online platform, and pay agreed amounts on time. The client is responsible for avoidable additional costs caused by inaccurate information, undisclosed venue conditions, unavailable access or unauthorised instructions, subject to proof and applicable law.

9. Illness, unsafe conditions and emergencies

Protea Pathways may pause, modify or end a service where continuing would create a material safety, health or safeguarding risk. The financial outcome will be assessed fairly in light of the circumstances, costs incurred, service already delivered and applicable consumer law.

10. Events outside reasonable control

If severe weather, venue closure, transport disruption, sudden illness, platform failure or another event genuinely outside reasonable control prevents performance, the parties will first consider a safe replacement, remote alternative or new date. Any refund or credit will reflect the service delivered, reasonable unrecoverable costs and mandatory consumer rights.

11. Refund administration

Approved refunds will be initiated within seven calendar days and paid to the original payer or verified bank account. Bank processing time may fall outside Protea Pathways' control.

12. How to cancel or request a refund

Send the booking reference, client name, service date, reason and requested outcome to info@proteapathways.com. Do not send card numbers or banking passwords.

13. Consumer rights

This policy does not remove rights under the Consumer Protection Act, Electronic Communications and Transactions Act or other applicable law. If a provision conflicts with mandatory law, the lawful requirement will apply.

Policy administration

Questions, correction requests and policy concerns may be sent to info@proteapathways.com or 066 399 9277.

- ❏ Policy owner: Narina Monique Minnaar, Owner and Information Officer.
- ❏ Version: 1.0, effective 7 September 2026.
- ❏ Scheduled review: 7 September 2027, or earlier after a material operational or legal change.
- ❏ The current published version replaces earlier website copies of the same policy.

Official legal and regulatory references

Protection of Personal Information Act 4 of 2013: <https://www.gov.za/documents/protection-personal-information-act>

Promotion of Access to Information Act resources and private-body manual template:
<https://eservices.inforegulator.org.za/paiamanuals/>

Information Officer registration and POPIA resources: <https://inforegulator.org.za/popia/>

PAIA and POPIA complaints: <https://inforegulator.org.za/complaints/>

Consumer Protection Act 68 of 2008: <https://www.gov.za/documents/consumer-protection-act>

Electronic Communications and Transactions Act 25 of 2002:
<https://www.gov.za/documents/electronic-communications-and-transactions-act>

Children's Act and child-protection register information: <https://www.justice.gov.za/vg/children.html>