



Refund Policy for The Rambling Boutique Traveller (PTY)Ltd

The Rambling Boutique Traveller (PTY)Ltd is a registered Agency in South Africa that offers various packages and activities to international customers. We value your satisfaction and trust, and we strive to provide you with the best service possible. However, we understand that sometimes things may not go as planned, and you may need to cancel or change your booking. In that case, please read our refund policy carefully and contact us as soon as possible.

Cancellation

In the event of the Client cancelling the Booking, the Agency shall have the right to either claim the Deposit or to retain the Deposit and claim damages suffered by the Agency. The Principals may reserve the right to cancel any tour before departure, in which event the entire payment will be refunded to the Client without any further obligation on the part of the Agency.

- The maximum cancellation fee, which may be imposed in the event of a Client cancelling, is as follows:
Deposit of 25% non-refundable
- If you cancel your booking more than 10 weeks prior to departure date, 45% of the Tour Price will be retained and the rest refunded.
- If you cancel your booking more than 7 weeks prior to departure date, 60% of the Tour Price will be retained and the rest refunded.
- If you cancel your booking less than 5 weeks prior to departure date, 100% of the Tour Price will be retained.
- If you do not show up on the day of the tour, you will not receive any refund. However, you may be able to reschedule your booking, subject to availability and our discretion.
- If we cancel your booking due to unforeseen circumstances, such as bad weather, safety issues, or operational reasons, you will receive a full refund of the amount paid, or you may choose to reschedule your booking, subject to availability.
- If you are not satisfied with the quality of the tour or the service provided by us or our partners, please let us know as soon as possible, and we will try to resolve the issue. If the issue cannot be resolved, you may be eligible for a partial or full refund, depending on the nature and extent of the problem.

To request a refund, please contact us by email at info@trbtraveller.com or by phone at +27 (0) 845657062, and provide us with your booking reference number, name, and reason for cancellation. We will process your refund within 14 working days, using the same payment method that you used to make the booking.

We hope that you enjoy your tour with us, and we look forward to seeing you soon. Thank you for choosing The Rambling Boutique Traveller (PTY)Ltd.