

## Lowveld Link Travel – General Terms & Conditions.

### 1. Tickets

- 1.1 Tickets are not transferable and are valid for use only by the person to whom they are issued and for the date and time shown thereon.
- 1.2 It is the passenger's responsibility to ensure that the correct information is shown on the ticket. By accepting the ticket, the passenger confirm that he / she has been give an adequate opportunity to read and understand the terms & conditions and that he / she is aware of all the terms printed in bold.

### 2. Amendments

- 2.1 Any change on tickets requires the issue of a replacement ticket and payment of an admin fee of R 40-00.
- 2.2 Tickets may be moved up until – but no later than – 4 hours prior to departure time.

### 3. Cancellations

- 3.1 a 30% Cancellation fee will be charged on all cancellations.
- 3.2 Once a ticket has been moved, no cancellation will be allowed.
- 3.3 **If the cancellation is made within 24 hours of departure, NO refund will be made.**

### 4. Departure Time

- 4.1 Passengers are required to be at the departure point **15 minutes** before time of departure. Any seat not filled within 5 minutes prior to the scheduled departure time, will be offered for sale to stand by passengers on a first come first serve basis.

### 5. Luggage

- 5.1 Each fare-paying passenger is permitted to take ( free of charge ) and at own risk, one suitcase not exceeding 80 x 60 x 30 cm in size and of total mass not exceeding 20 kg.
- 5.2 Extra luggage will be allowed at extra cost and only by prior arrangement.
- 5.3 Lowveld Link reserves the right to refuse the carriage of luggage which does not comply with the conditions.
- 5.4 Unaccompanied luggage will not be carried.
- 5.5 Although Lowveld Link will do all in its power to transport and keep all luggage safe, Lowveld Link will not be responsible whatsoever for loss or damage to passengers luggage, hand luggage or personal effects.
- 5.6 Lowveld Link carries passenger insurance in case of an accident however the insurance of passenger's property or luggage remains the responsibility of the passenger.
- 5.7 Passengers should not place valuable items such as mobile phones, jewellery, laptops, computer equipment etc in the luggage trailers.
- 5.8 Luggage must be adequately secured and locked at all times.

- 5.9 Passengers have to ensure that their luggage is properly marked with name tags etc. It will not be the responsibility of Lowveld Link if somebody taking the wrong luggage from luggage trailer.

## **6. Smoking**

- 6.1 NO smoking will be allowed on all vehicles ( tobacco & electronic )

## **7. Children**

- 7.1 All children under the age of three years must travel in a car seat. Car seats can be provided by yourself or by Lowveld Link ( @ additional cost )
- 7.2 Lowveld Link will not transport unaccompanied minors under the age of 12 years.

## **8 Alcohol**

- 8.1 No alcohol / drugs will be allowed on Lowveld Link buses.
- 8.2 Lowveld Link will not undertake the conveyance of any passenger who enters a vehicle whilst intoxicated.
- 8.3 An intoxicated Passenger found on board will be instructed to disembark immediately by the bus driver.

## **9.Pets**

- 9.1 Lowveld Link will carry small dogs and cats with their owners under certain terms & conditions. Contact the Lowveld Link office for the terms & conditions.
- 9.2 Trained guide dogs will be allowed with owner on the bus.

## **10.Other**

- 10.1 Lowveld Link operates a ROAD service and cannot be responsible for failure or delays in performance of service delivery due to circumstances beyond our control such as adverse weather conditions, unpredictable delays caused by traffic congestion, diversions or road works, accidents, criminal conduct by third parties, strikes, industrial disputes and regulatory interference event.

- 10.2 Lowveld Link will make every effort to keep to the current published timetable but services may be affected by the above mentioned factors. Lowveld Link will therefore not accept liability for any costs incurred by passengers under such circumstances.
- 10.3 Lowveld Link reserves the right to cancel any part of its service for whatever reason without notice. Under no circumstances will any liability be accepted for losses incurred by pre-booking passengers.
- 10.4 All fares and schedules are subject to change without notice.