

## **ROAN TRAVEL (PTY) LTD**

### **CANCELLATION & REFUND POLICY**

#### **1. Cancellation**

- 1.1. Cancellations are only effective on receipt of a written cancellation.
- 1.2. Cancellation charges will be levied when Travellers cancel their confirmed reservations as follows:
  - 1.2.1.1. Between Confirmation and 57 days prior to arrival: (travel) 25% of Total Booking (i.e. Commitment Fee)
  - 1.2.1.2. Between 56 days and 43 days prior to arrival = 50%
  - 1.2.1.3. Between 42 and 31 days prior to arrival = 75%
  - 1.2.1.4. Less than 30 days prior to arrival = 100%
- 1.3. The Company contracts for services and accommodation with various Suppliers who have their own payment and cancellation policies. These policies may differ by Supplier and may be more stringent than the Company's T's and C's and must be adhered to. Consequentially, the Supplier's terms and conditions may override these terms and conditions to such an extent.
- 1.4. All Suppliers will require a partial or full payment upfront to confirm a booking. On cancellation, this larger deposit may therefore be forfeited as per the third party's cancellation policy.
- 1.5. The onus of timeously notifying Principals/Suppliers of required cancellations in accordance with those terms and conditions shall remain exclusively with the Client. The Client acknowledges that some tickets are non-refundable (irrespective of circumstances), whilst others may require significant notice periods, and furthermore these terms and conditions may vary with large group or block bookings. Any failure to cancel any booking will result in a total booking cost remaining payable by the Client.
- 1.6. Peak Season and Festive Season cancellation policies are more stringent; thus, it is very important to be aware of the cancellation policy, which comes into effect as soon as a booking is confirmed. Cancellations are only effective on receipt of a written cancellation.

Cancellation charges for Peak Season and Festive Season will be levied as follows -

  - 1.6.1. The Company's 25% commitment fee is forfeited if a confirmed booking is cancelled.
  - 1.6.2. Cancellation fees in accordance with the Terms & Conditions as per Hotel/Lodge will be forfeited.
  - 1.6.3. For all flights booked through the Company, refund requests (if permitted by the fare class) will be submitted to the airline. Once the Company receives the refund from the airline, it will be refunded to the Traveller.
  - 1.6.4. Certain tickets are completely non-refundable according to airline rules and various other third party's terms and conditions.



Cancellations for any reason whatsoever, including medical reasons, death, terrorism, strikes, wars, virus pandemics, acts of nature, an airline's default or government travel warnings will not entitle the Client to any refund in the case of non-refundable tickets nor of waiving the cancellation penalties in the case that the tickets can be refunded. In the case of refundable tickets, the airline may apply a handling fee according to their fare terms which fee will be passed on to the Client/Traveller.

- 1.7. Out-of-season cancellations are subject to the Company's standard Payment and Cancellation policies.