

Tickets are issued subject to the terms and conditions set out below. The passenger, by purchasing the ticket, confirms that he/she accepts and understands the terms and conditions and that he/she is aware of all conditions of carriage of MULAUDZI TRANSPORT SERVICE.

EXCLUSION OF LIABILITY

- All persons entering a MULAUDZI TRANSPORT SERVICE vehicle and/or property owned by MULAUDZI TRANSPORT SERVICE or under its control, do so entirely AT THEIR OWN RISK.
- MULAUDZI TRANSPORT SERVICE is not liable for any loss or damages (including consequential or special damages or loss of profits), loss of life, bodily injury or damage to or loss of property of whatsoever nature and howsoever caused, and whether or not caused by MULAUDZI TRANSPORT SERVICE, its directors, its officers, servants, agents or any other person acting on behalf of or under the control of MULAUDZI TRANSPORT SERVICE, arising out of or connected in any way with the transportation or non-transportation by MULAUDZI TRANSPORT SERVICE of any passenger or persons and/or their property.
- ALL PASSENGERS SHOULD ENSURE THAT THEY ARE ADEQUATELY INSURED.

TICKET

- The ticket is proof of the agreement of transport between MULAUDZI TRANSPORT SERVICE, the purchaser of the ticket and the passenger. The accompanying terms and conditions are the entire agreement between the passenger and MULAUDZI TRANSPORT SERVICE.
- A ticket is valid for the use only by the passenger to whom it is issued and for the route, date and time shown thereon. The passenger will be required to produce their unique ticket reference number and appropriate identification to check in.
- It is the PASSENGER'S RESPONSIBILITY to ensure that the correct information is shown on the ticket. Any alteration to a ticket may render it invalid.
- Tickets are NOT transferable.
- Lost tickets are for the account of the passenger and are NOT refundable.

THE CANCELLATION POLICY APPLIES AS FOLLOWS

- If cancelled more than 24 hours before departure
Can refund or re-schedule, R50 admin fee applies
- If cancelled less than 24 hours before departure
No refund will be made but travel can re-schedule, and a R70 admin fee applies
- No refund will be made but can be rescheduled on date of departure, between 3 and 1 hour before departure
Can re-schedule, R100 admin fee applies
- No refund, no re-scheduling less than 1 hours before departure.
- A 15% cancelation fee will be charged on all tickets cancelled.
- With any re-bookings, any increase in fare at the time of the re-booking being requested, will also be for the account of the Passenger. No Refunds on date of departure or thereafter.
- MULAUDZI TRANSPORT SERVICE will not be bound by VERBAL QUOTATIONS. Quotations are valid ONLY at the time the quotation is provided, unless expressly indicated otherwise.

TIMETABLES & SCHEDULES

- Passengers are requested to be at their terminal 30 MINUTES before departure. Should you be late for the scheduled departure time, a new ticket will have to be purchased.
- Booked seats which are not filled 10 MINUTES before departure will be offered to stand-by passengers on a first come first serve basis.
- Although MULAUDZI TRANSPORT SERVICE will use reasonable efforts to adhere to its published timetables, MULAUDZI TRANSPORT SERVICE does not guarantee any times for arrivals or departures and does not accept any liability for any loss or damage suffered by any patron or inconvenience suffered by any person due to a delay or cancellation of any service for any reason any of MULAUDZI

TRANSPORT SERVICE's services may be cancelled at any time and for any cause, without notification. In the event of such cancellation, MULAUDZI TRANSPORT SERVICE shall not be responsible for any loss or damage suffered by passengers. service interruptions, delays, and cancellations.

- NO REFUNDS will be paid on breakdowns or delays.
- In the event of a breakdown or delay MULAUDZI TRANSPORT SERVICE WILL NOT be held liable for connecting services, scheduled meetings, free refreshments, accommodation or any form of transportation or compensation.
- Services may be cancelled due to adverse operational conditions e.g., weather, strikes etc.
- NO REFUNDS will be issued if service is cancelled due to weather conditions beyond MULAUDZI TRANSPORT SERVICE control.
- All passengers will be rebooked for an alternative date and time as per the passenger's request.
- MULAUDZI TRANSPORT SERVICE reserves the right to shuttle passengers between stops.

SMOKING & ALCOHOL

- MULAUDZI TRANSPORT SERVICE RESERVES THE RIGHT to refuse to undertake the conveyance of any passengers found to be intoxicated or smoking on-board.
- Any person found in breach of MULAUDZI TRANSPORT SERVICE terms and conditions regarding the consumption of alcohol or smoking will be DISEMBARKED immediately at the NEXT SAFE AREA.

PETS

- Apart from trained guide dogs, NO PETS will be allowed on the vehicle.

PREGNANT WOMEN, SICK and DISABLED PASSENGERS

- No unaccompanied children UNDER the age of 12 years will be transported.

- Children aged LESS THAN 48 months will be transported for free, PROVIDED that they sit on the parent/guardian's lap, children from 36 months and above will pay the ADULT FARE. Proof of child's age is required at time of purchasing the ticket and boarding the bus. In the event where there is MORE THAN ONE child under 36 months only one child will be entitled to travel on the Parent / Guardian's lap without paying.
- MULAUDZI TRANSPORT SERVICE reserves the right to refuse to transport sick passengers as well as ladies in advanced stages of pregnancy (7 months and over). Access to travel will be at the SOLE DISCRETION of the Boarding Master/Supervisor.
- Passengers with special needs or have a medical condition as well as any disabilities, are required to inform the Consultant when doing the reservation and on the day of departure before they travel with MULAUDZI TRANSPORT SERVICE.
- Passengers in a wheelchair are advised to inform the consultant or agent upon booking of the ticket of such a specific need.

LUGGAGE

- 2 x pieces of baggage not exceeding 25kg in total will be permitted per ticket holder. Excess baggage may be charged for.
- On selected services MULAUDZI TRANSPORT SERVICE may accept the transporting of boxes; China bags and any commercial goods classified as excess baggage and MULAUDZI TRANSPORT SERVICE reserves the right to charge according to size and weight.
- Unaccompanied luggage will not be accepted for transportation.
- MULAUDZI TRANSPORT SERVICE will not be held responsible for any lost or damaged baggage or any loss of personal items or valuables.
- In the event that the company agrees on compensation for lost baggage during a journey, the company may pay out a maximum of R5 per kg up to a maximum of 25kg.
- It is the passenger's responsibility to ensure that his/her bags are tagged.
- Passengers/You must not include fragile, valuable, or perishable items in your Checked Baggage. These include artwork, money, debit/credit cards, jewellery, computers/laptops, personal electronic devices, cellular telephones,

photographic equipment, medical equipment, audio, and video equipment including, but not limited to, televisions, radios, iPods, GPS equipment, stereo equipment, VCR players, specialized equipment, crockery, valuable business documents, passports and other identification documents and house and car keys, as well as flammable liquid transported in any container.

- There will be a charge of R5 per Kg payable for all items/ weight over the permitted baggage allowance. MULAUDZI TRANSPORT SERVICE will not refund tickets should the excess baggage not be able to be accommodated on board.

INSURANCE

- MULAUDZI TRANSPORT SERVICE does not offer general insurance cover for its passengers, their property or luggage. It is the responsibility of the passenger to ensure that he/she is adequately insured.

GENERAL

- MULAUDZI TRANSPORT SERVICE DOES NOT provide specific seating or guarantee sitting together in a case of more than one passenger. Right of admission reserved.
- MULAUDZI TRANSPORT SERVICE reserves the right to revise seat allocations WITHOUT PRIOR notice and to operate substitute vehicles of a different standard from those advertised should operational requirements or circumstances so dictate.
- Fares are subject to change WITHOUT prior notice from MULAUDZI TRANSPORT SERVICE.
- Should you have a complaint in respect of MULAUDZI TRANSPORT SERVICE, you should inform MULAUDZI TRANSPORT SERVICE as soon as possible after the incident. MULAUDZI TRANSPORT SERVICE will not consider any complaints raised more than 7 days AFTER the incident. Any complaints should be emailed to info@mulaudzitransport.co.za
- MULAUDZI TRANSPORT SERVICE broadcasts family-friendly video and audio material on all coaches. MULAUDZI TRANSPORT SERVICE does not promise the availability of onboard material on any coach.

- The terms and conditions set out herein shall be severable of each other and the invalidity of any part of these terms and conditions shall not affect the validity of any other part. ALL FARES, SCHEDULES AND T & C's ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.
- FOR ANY QUERIES CONTACT MULAUDZI TANSPORT SERVICES contact office @ 015 973 0668