



WINE
in the Cape

TERMS & CONDITIONS

General Information

All vehicles are licensed and insured to transport passengers.

Experienced and knowledgeable guides will lead your tour.

All suppliers and third parties are legally required to use qualified guides with professional driver's licenses.

The itinerary, accommodation, and transportation may be adjusted for an optimal tour experience.

Luggage

Due to limited bus space, only a small carry-on bag (7kg or less) that fits under the seat is allowed. Please avoid bringing bulky suitcases.

Disclaimer

Wine in the Cape, its suppliers and any third parties assume no responsibility for any loss, damage, injury, delay, or inconvenience to passengers or their belongings during the tour.

Drop-Off

The drop-off time will be between 5:00 PM and 6:00 PM, depending on the group's enjoyment of the day.

Cancellation Policy (One-Day Tours)

Cancellation 60-45 days before departure: 95% refund

Cancellation 45-31 days before departure: 75% refund

Cancellation 30-15 days before departure: 50% refund

Cancellation 15-7 days before departure: 25% refund

Cancellation 7 days or less before departure, or no-show: 0% refund

The full amount of the reservation must be paid at the moment the reservation is confirmed if it is made less than 21 days before the activity date.

COVID-19 Policy

In case of pandemic-related cancellations, tours will be rescheduled first. Travellers who change plans can receive a travel credit note valid for 18 months. Proof of travel restrictions to South Africa or a positive medical test is the only valid reason for cancellation refunds, which will be handled individually. Travellers who choose to stay home will receive a travel credit note as described above. Cancellations or bookings made through third-party platforms are subject to their policies, so please be aware of those terms.

Refund Policy

Mutually agreed-upon refunds will be processed within 30-14 working days, depending on your bank location.

Tour prices are in South African Rand (ZAR). Refunds will be issued in ZAR and converted to your home currency by your bank. The final refund amount may vary due to currency fluctuations. Foreign currency payments (Euros, USD) will be refunded based on the original Rand amount received. Credit card payments may incur a 4% surcharge.

Customer Privacy

We take reasonable steps to protect user information as defined by the Promotion of Access to Information Act (PAIA) of South Africa.



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