Echelon (Pty) Ltd.

CANCELLATION, REFUND & BOOKING *Policy*

Please read before booking!

- Registration No: 2025/665138/07
  www.echelontours.co.za
  info@echelontours.co.za

1. Booking Confirmation & Deposits

- A 50% deposit is required to secure a booking.
- The remaining 50% must be paid no later than 7 calendar days before the scheduled service.
- Bookings made within 7 days of the service date require full payment upfront.
- Bookings are subject to vehicle availability and are confirmed only upon receipt of the required payment and written confirmation from ECHELON.

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2. Client Cancellations & Refunds

- Clients may cancel their bookings by providing written notice to ECHELON.
- The following cancellation schedule serves as a guideline for assessing reasonable cancellation charges:

Cancellation notice: Proposed cancellation charge

14 days or more before service: Up to 10% of booking value

7–13 days before service: Up to 25% of booking value

48 hours to 6 days before service: Up to 50% of booking value

. Less than 48 hours before service: Up to 75% of booking value

These percentages are maximum guidelines, not automatic penalties. The actual charge will be assessed reasonably, considering the timing of cancellation, the nature of the booking, expenses already incurred, supplier commitments and ECHELON's ability to reallocate the reserved vehicle.

Any amount paid in excess of the applicable reasonable cancellation charge will be refunded.

Applicable statutory rights, including exceptions to cancellation charges under the Consumer Protection Act, will be respected.

3. Third-Party Vehicle Reservations

Where ECHELON secures vehicles through approved transport partners, any supplier cancellation charges will be considered when determining the reasonable cancellation charge.

Such charges must be genuine, reasonable and consistent with applicable consumer protection legislation.

ECHELON will communicate material supplier-specific cancellation conditions to the client before booking confirmation.

4. Changes to Bookings

Clients are encouraged to request changes to their itinerary at least 48 hours before the scheduled service.

Changes to collection times, locations, passenger numbers or vehicle requirements are subject to availability and may result in additional charges.

Any revised charges will be communicated for approval before implementation.

5. Cancellations by ECHELON

Should ECHELON be unable to fulfil a confirmed booking, the client will be offered:

- A suitable alternative vehicle or service, subject to the client's acceptance; or
- A full refund of payments received for the cancelled service.

This does not limit any additional remedies available under applicable law.

6. Delays & No-Shows.

Clients are requested to be ready at their confirmed collection times.

Waiting time beyond the agreed complimentary period may attract additional charges, as disclosed in the quotation or booking confirmation.

Where a client fails to arrive or cannot be contacted, ECHELON will make reasonable attempts to reach the client before classifying the booking as a no-show.

Any cancellation or no-show charge will be reasonable and subject to applicable law.

7. Refund Processing

Approved refunds will be processed within 7–10 business days after confirmation of the refundable amount, where reasonably practicable.

Refunds will ordinarily be made through the original payment method or to a verified bank account belonging to the client.

8. Acceptance of Terms

By confirming a reservation and making payment, the client acknowledges receipt of ECHELON's booking, cancellation and refund terms.

Nothing in this policy excludes or limits consumer rights that cannot lawfully be excluded under South African legislation.

ECHELON Luxury Transfers
Excellence in Every Journey.