

# TRAVEL ROUTES SA

## APPLE EXPRESS BOOKINGS

### CANCELLATION & LOCOMOTIVE POLICY

#### CANCELLATION BY CLIENT:

The cancellation notice must be made in writing  
by fax to 086 685 8251 or email to [skuys@worldonline.co.za](mailto:skuys@worldonline.co.za)

#### LESS THAN 21 DAYS BEFORE TRAVEL

A minimum service fee of 25% of the total invoiced amount will be retained. The outstanding balance of the amount paid will be refunded by EFT.

#### LESS THAN 10 DAYS BEFORE TRAVEL

A service fee equivalent to 30% of the total invoiced amount will be retained.  
The outstanding balance of the amount paid will be refunded by EFT.

#### 3 DAYS OR LESS BEFORE TRAVEL

**No refund!**

#### TRANSFER OF BOOKING TO A NEW DATE

*At an additional 10% service fee*, the client has the option to transfer a cancelled booking to another date. If a price increase is introduced between the cancellation date and the new travel date is confirmed then the passengers are liable for the difference in price.

#### REFUND PAYMENTS

Refunds will be paid by EFT banking within 7 days of receipt of written cancellation.

#### Exceptions:

International passengers will be refunded in cash within 3 days of cancellation or as arranged with Head Office and confirmed in writing.

#### CANCELLATION BY OPERATOR

In the event of the operator having to cancel because of circumstances beyond our control, the client will be refunded in full or may transfer the booking to another date.

#### LOCOMOTIVE POWER

It is a requirement of Transnet Freight Rail that if the "Fire Danger Index" is too high, due to excessive hot, dry or windy weather, a steam locomotive will NOT be permitted to run and a Narrow Gauge Diesel locomotive will be used. The PEAE acknowledges this requirement by Transnet Freight Rail and reserves the right to make this change, should it be necessary, even at the last moment.

#### DROUGHT CONDITIONS

Nelson Mandela Bay is experiencing severe drought conditions and water restrictions, which will determine whether the steam locomotive runs or not. The PEAE acknowledges the ruling by the NMB Municipality in this regard.

FOR MORE INFORMATION CONTACT 082 921 8512 or email [skuys@worldonline.co.za](mailto:skuys@worldonline.co.za)