



TERMS AND CONDITIONS OF SERVICE

GENERAL TERMS:

The rates are quoted are in South African Rands, VAT exempt & subject to change.

Vehicles are subject to availability at the time of accepting the quotation.

Strictly no overloading of vehicles allowed.

Strictly no smoking in the vehicles allowed.

A mask is to be worn by all passengers at all times during transfer (not applicable to children younger than 5 years old).

Drinking and eating in the vehicles by prior arrangement only. Please note however that in the event of spillages or soiling of the interior, valet fees will be raised and will be payable on presentation of invoice.

Not all vehicle types will be approved for food or drinks even by prior arrangement.

Transfer rates are quoted for collection from one pick up point to one drop off point only. If multiple pick up/drop off points are required – this would be quoted as a chauffeur drive service.

Excludes driver meals and accommodation unless indicated otherwise on the quotation.

A luggage trailer is available with certain vehicle types and are available on request, subject to availability, and quoted for separately.

Baby or child booster seats are available on request, subject to availability, and quoted for separately.

For standard transfers, additional hours after the reserved collection time: R250/hour. This is applied after the first 15 minutes waiting time or in the event the vehicle has been dispatched and the client amends the collection time to later.

For luxury vehicle transfers, additional hours after the reserved collection time: R790/hour. This is applied after the first 15 minutes waiting time or in the event the vehicle has been dispatched and the client amends the collection time to later.

Additional kilometres: R15.00 per kilometre is applied for standard chauffeur drive services and R17.35 per kilometre for luxury chauffeur drive services where the actual kilometres exceed the quoted inclusive amount e.g. where the client has requested for additional movements or a change in drop off / collection which may not have been originally provided for on the itinerary, or the itinerary provided by the Client was incomplete before the services took place. Coach hire additional kilometres will be billable at the rate prescribed by the subcontractor.

Chauffeur Drive hours stipulated on the quotation and where the driver remains with the Client, are consecutive hours, may not be broken and are calculated from the point of dispatch and return to the dispatch.

Services listed as 'Exclusions' will be quoted on request and billed accordingly on acceptance of the quotation (refer to the notes provided in the quotation).



PAYMENT TERMS:

An invoice will be generated on written acceptance of the quotation.

Payment is required in full on presentation of invoice to confirm the booking.

Additional services or charges not already quoted for but incurred during the service, will be invoiced after the service has been rendered and become due and payable on presentation of the invoice.

Cash deposits will levy bank fees and these will be billed back to the Client.

Credit Card Payments and 'Sage Pay Now' Instant EFT will attract an additional fee of 3.5% of the total bill and these will be billed back to the Client. To avoid incurring these fees we urge you to pay via direct EFT using the Rubix Bank Details reflected on the invoice.

Where a client requests changes to their service requirements after bookings have been confirmed and payments made, which results in a lesser service amount as originally reserved, the difference will be held as a credit towards a future booking. Should a client request a refund of the difference, the agreed refund will attract a processing fee of R150 to cover bank charges.

STANDARD CANCELLATION TERMS (excludes Coach Hire Services):

If cancelled more than 2 business days (defined as a Monday to Friday) prior to pre-reserved services:

- with no pre-payment, an admin fee of R175 will apply.
- with a pre-payment, an admin fee of R250 (if paid via direct EFT) or 4% of the service fee (if paid via Sage PayNow) will apply and the balance of the fees will be refunded to the client.

A 15% cancellation fee will apply of the pre-reserved service if cancelled less than 2 business days (defined as a Monday to Friday).

100% cancellation fee will apply in the case of a same day cancellation or no show.

Any cancellation due to Covid-19 lockdown regulations or travel bans imposed on South Africa, the Client will be given a credit to the value of the existing pre-reserved services for use within a 6 (six) month period preceding the pre-reserved service date. Thereafter the fees will be forfeited should the client not travel.

Cancellation fees / terms may differ dependent on vehicle size / time of year / special events etc – these terms will be indicated in the body of the quotation and will override the standard cancellation terms listed here.

Where a subcontractor is required to be hired to render the services requested, their terms and conditions of service and cancellation terms will apply in conjunction with ours.



COACH HIRE:

PAYMENT TERMS:

Unless otherwise agreed, a non-refundable deposit of 20% of the full quoted price must be paid by the Client when accepting the quotation in writing and making the booking.

The remaining 80% must be paid in full by no later than 96 (ninety-six) hours or 4 (four) days prior to the scheduled departure time, failing which the booking shall be cancelled, and Client shall be held liable for a full non-cancellation fee, which is equal to the remaining amount due.

CANCELLATION FEES:

- All cancellations received more than 30 (thirty) days before the scheduled departure date shall be subject to an 20% cancellation fee.
- Cancellations made 29 (twenty-nine) to 21 (twenty-one) days prior to the scheduled departure shall be subject to an 25% cancellation fee or forfeited deposit whichever is greater.
- Cancellations made 20 (twenty) to 14 (fourteen) days prior to the scheduled departure shall be subject to an 50% cancellation fee or forfeited deposit, whichever is greater.
- Cancellations made 13 (thirteen) to 4 (four) days prior to the scheduled departure shall be subject to an 75% cancellation fee or forfeited deposit, whichever is greater.
- Cancellations made 3 (three) days or less prior to the scheduled departure shall be subject to the "noncancellation fee i.e. 100% cancellation fee.

NOTE:

The maximum waiting time on the return transfer is 15 minutes from the pre-booked return time, where after additional charges will be raised at R380.00 per hour. Payment will be required on presentation of invoice.



DISCLAIMER FOR COACH HIRE / THIRD PARTY BOOKINGS – [click here](#)

INDEMNITY CLAUSE:

Client will be responsible for any loss or damage caused to the vehicles, its fittings, or equipment by the negligence or misconduct of any passenger.

Rubix does not accept any loss or liability should the Client have provided us with the incorrect itinerary details on reservation resulting in delays or complaints from the passengers.

Rubix shall not be liable for injury to any persons involved in the loading / unloading of passengers, persons being transported, the loss or damage to baggage or any other personal possessions, including the resulting consequences of any delays, whether such loss or damages was caused directly or indirectly through fault or negligence on the part of Rubix, its drivers, agents, employees, licensees and partners.

Rubix shall not be liable for any loss or inconvenience caused by the early termination of our contracted services due to unruly behaviour and or any unforeseen circumstances outside of our control.

Rubix do not accept liability for any loss or damage caused, of whatever nature, by any failure to make advertised or perceived connections and/or transfers from one route to another or from one mode of transport and/or provider of passenger transport services to another.