



TERMS AND CONDITIONS

VINERIDE SHUTTLE (PTY) LTD

Effective Date: [2026/07/02]

1. Introduction

Welcome to **VINERIDESHUTTLE (PTY) LTD**. These Terms and Conditions govern your use of our website and shuttle services. By booking our services or using our website, you agree to be bound by these Terms and Conditions.

2. Company Information

Business Name: VINERIDE SHUTTLE (PTY) LTD

Registration Number: 2026 / 474129 / 07

Physical Address: 608 BERGENDAL COUNTRY VILLAS, CAROLINE ROAD, PAARL WESTERN CAPE, 7646.

Telephone: 083 986 5856

Email: STEPHANCOETZER01@GMAIL.COM

3. Bookings

- All bookings are subject to availability.
- A booking is confirmed only once written confirmation has been issued.
- Customers are responsible for providing accurate booking details.
- Incorrect information may result in delays, additional charges, or cancellation.

4. Payments

- Payment must be made before the scheduled trip unless otherwise agreed.
- Prices are quoted in South African Rand (ZAR).
- We accept EFT and approved electronic payment methods.
- Additional charges may apply for:
 - Waiting time
 - Additional stops
 - Route changes
 - Excess luggage
 - Public toll fees

5. Cancellation and Refund Policy

- Cancellations made more than 24 hours before collection qualify for a full refund.
- Cancellations within 24 hours may incur a cancellation fee.
- No-shows are non-refundable.
- Approved refunds will be processed within 7–14 business days.

Nothing in this policy limits any rights available under the Consumer Protection Act.

6. Delays

While every effort is made to provide punctual service, the Company is not liable for delays caused by:

- Traffic congestion
- Road closures
- Weather conditions
- Vehicle breakdowns
- Accidents
- Civil unrest
- Force majeure events

Passengers should allow sufficient travel time, particularly for airport transfers.

7. Airport Transfers

Customers must provide:

- Flight number
- Airline
- Arrival date and time

Where possible, flight arrivals will be monitored to adjust pickup times.

Airport pickups include up to 60 minutes of complimentary waiting time after landing.

8. Passenger Responsibilities

Passengers must:

- Arrive on time.
- Wear seatbelts at all times.
- Treat drivers respectfully.
- Follow all safety instructions.
- Not smoke, vape, or consume illegal substances inside the vehicle.
- Avoid damaging Company property.

The Company reserves the right to refuse service to any passenger whose behaviour is abusive, threatening, intoxicated, or unsafe.

9. Children

Children must travel in accordance with South African road safety legislation.

Child seats are available upon request and subject to availability.

10. Luggage

Passengers are responsible for ensuring their luggage fits within the booked vehicle.

The Company is not responsible for:

- Lost luggage
- Forgotten property
- Damage to luggage unless caused by negligence

Lost property will be kept for 30 days.

11. Vehicle Substitution

The Company reserves the right to substitute an equivalent or larger vehicle where operationally necessary.

12. Limitation of Liability

To the fullest extent permitted by South African law, the Company shall not be liable for:

- Missed flights
- Missed appointments
- Loss of income
- Indirect or consequential damages

Nothing in these Terms excludes liability where such exclusion is prohibited by law.

13. Privacy (POPIA)

We collect and process personal information only for:

- Booking management
- Customer communication
- Service delivery
- Legal and accounting purposes

Personal information is processed in accordance with the Protection of Personal Information Act (POPIA).

We do not sell customer information to third parties.

14. Website Use

Users agree not to:

- Attempt unauthorised access.
 - Upload malicious software.
 - Copy website content without permission.
 - Use the website for unlawful purposes.
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15. Intellectual Property

All content on this website, including logos, text, graphics, images, and branding, remains the property of **VINERIDESHUTTLE (PTY) LTD.**

No content may be reproduced without prior written consent.

16. Force Majeure

The Company shall not be liable for failure to perform obligations caused by circumstances beyond its reasonable control, including:

- Natural disasters
 - Floods
 - Fires
 - Pandemics
 - Riots
 - Government action
 - Strikes
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17. Consumer Rights

Nothing contained in these Terms limits or excludes any rights granted under the Consumer Protection Act, 2008.

18. Governing Law

These Terms are governed by the laws of the Republic of South Africa.

Any disputes shall be subject to the jurisdiction of the South African courts.

19. Amendments

The Company reserves the right to amend these Terms and Conditions at any time.

Updated Terms will be published on our website and become effective immediately upon publication.

20. Contact Details

Company Name: VINERIDE SHUTTLE (PTY) LTD

Physical Address: CAROLINE ROAD, PAARL, WESTERN CAPE, 7646.

Telephone: 083 986 5856

Email: STEPHANCOETZER01@GMAIL.COM

Website: WWW.VINERIDESHUTTLE.CO.ZA

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