



Booking conditions Ride2Roam

In an ideal world you don't need terms, booking- or cancellation conditions. You are booking a very special motorbike holiday with us and neither you, nor we, want any problems to occur. We will do our utmost to ensure your motorcycle holiday will be carefree. But if there happens to be a problem it is best to know where you and we stand. So always read any booking- and cancellation conditions carefully to avoid running into nasty surprises!

Covid-19

During the Covid-19 pandemic, all travel plans are a bit uncertain, since nobody can predict the future and whether you can travel in a couple of months from now. The vaccine rollout all over the world promises to make travel safe and certain again, but until that is the case, we want you to feel safe to book your tour right now without financial risks. This is how it works for you:

- We will not take any deposits for any bookings, refundable or otherwise. We hope you understand that we can't work for free, so a fee for the work we do for you is applicable (US\$ 150, -).
- We will not charge any penalties for cancellations where travelers are prevented from traveling due to a COVID-19 related reason (your own health or governmental/regulatory), regardless of the cancellation period. Our standard Terms & Conditions remain in place for cancellations for any other reason.
- We will inform you of any place where we can only book a service from a supplier that does not fall in line with the above. We will then suggest an alternative.
- If there is no alternative, we will only pass forward deposit requirements and stricter cancellation terms where the supplier insists on these, and only if you as our client will accept these before booking.
- Full payment is only needed 4 weeks before the start of your tour.
- Any flights you book through us are exempt of the above, since the booking- and cancellation costs for flights are determined by the airlines themselves and not by us. However, we will first offer you airlines with the most lenient conditions, before offering you any other airlines. You can then decide which choice suits you best.

Ride2Roam is Zulu Overland

Ride2Roam is the brand or trade-name of Tales from Africa Travel, through which we offer the motorbike tours in cooperation with Zulu Overland, PO Box 27, 7160 Grabouw, South Africa. The bookings are done through the main company Tales from Africa Travel (PTY) Ltd. Effectively this means for you that Ride2Roam, Zulu Overland and Tales from Africa Travel are for all practical purposes the same company and here referred to as Ride2Roam.

General

These terms and conditions are applicable on all motorbike tours offered by, or booked with, Ride2Roam, PO Box 27, 7160 Grabouw, South Africa, from here on named 'Ride2Roam', 'us' or 'we'. Booking your tour means accepting these conditions. Since you book with Ride2Roam in South Africa, everything concerning your tour, including these booking conditions, shall be interpreted according to the laws of the Republic of South Africa.



Laws and jurisdiction

Booking your tour also means you also unconditionally agree that any legal disputes will only, explicitly and exclusively fall under the jurisdiction of a South African court of law. During the tour you must at all times comply with the laws, customs, foreign exchange and other regulations of the country you visit at that moment.

Age, driving license and experience

To join a ride, you must be at least 25 years old and have a valid motorcycle driving license. If your driving license is not in English you also need to bring an international driving license. If there are additional conditions or limitations on your driving license you need to inform us when booking your tour. You also need to have the required riding experience on tarred or untarred roads as is described for the tour you book. Due to legal reasons and our indemnity we cannot make any exceptions to this paragraph!

Booking your tour

We only need your personal details and the name and date of the tour when you book your tour. Once you fill these on the online booking form, check the box that you agree to our terms and conditions and click on the send-button, your booking is made. From that moment onwards these terms and conditions fully apply to your booking. Within a couple of days, we will send you an e-mail with the official confirmation of your booking and a list of the additional details we need to run your holiday to perfection. These details concern travel insurances, meal preferences etcetera.

Changing your booking

After you received our official confirmation of your booking you can still change or add something to your booking. We will be happy to accommodate you, but have to charge an administration fee of USD 25,- for the extra work. If you decide to change your booking to another tour and/or date, any costs resulting from that have to be considered as making a new booking and be paid on top of the originally quoted amount. If done at a late moment, we will have to charge you the applicable cancellation fees. So, make sure your cancellation insurance covers forced cancellations!

Fixed prices

The published price at the moment of your booking is normally a fixed price. We won't charge you any increases in prices, unless these are a result of changes in government taxes, entrance fees or any other fee which is determined by an official institution, or changes of more than 5% in the exchange rate of the Rand versus the currency you paid in. These are changes and increases beyond our control.

Payment

Immediately after you receive our mail with the official confirmation of your booking, you need to pay a deposit of 30% of the tour price into the bank account of Tales from Africa Travel in South Africa. Make sure the remainder is in our bank account no later than 8 weeks before the departure date of your tour (= day 1 of the day to day description). So, if you book within 8 weeks before departure you need to transfer the whole amount when you book.

Note: if your payment is not in our bank account in time and in full, this constitutes a cancellation of your tour and the applicable cancellation fees will be applied.



Bank transfer fees

All bank transfer fees are for your account, so when you transfer the money you have to indicate to your bank this is the case (most banks use the term 'OUR' for this). If you happen to forget this you need to refund us these fees in cash upon arrival. We will provide all banking details in our confirmation mail.

If we cancel

Ride2Roam reserves the right to cancel the tour up to 4 weeks before departure for any reason. Different rules apply for Force Majeure which is covered further on. We will fully refund all payments made to us. However the bank transfer fees and any other costs you made will not be refunded (including costs made for vaccinations, travel documents, flight tickets etc.). So once again: take out travel insurance with a good cancellation policy!

If you cancel

If you cancel the tour the following costs and fees apply:

- Up to 54 days before departure: your 30% down-payment
- Between 54 and 31 days before departure: 50% of the tour costs
- Between 30 and 8 days before departure: 75% of the tour costs
- 7 days or less before departure: the total tour costs

Insurances

For the full duration of the tour, including extensions, a travel insurance policy is mandatory. This policy needs to include full coverage of motorbike riding with (if applicable) your pillion, any activities you plan to do and a Flying Doctor service. A good cancellation insurance is also mandatory to avoid problems in case of a cancellation. You will need to inform us about your insurance details before the tour departs.

Passport, visa and other travel documents

It is your own and sole responsibility to ensure that your driving licenses, passport, visas, health certificates, proof of vaccinations and any other required documentation are all in order for all countries visited during the tour. Ride2Roam shall not be held accountable nor responsible for any consequences, damages or claims which result from not complying with this.

Liability

Ride2Roam shall not be held accountable nor responsible for any accidents, illnesses, deaths, thefts or any other damage to your person or your personal effects which occur during the tour, even if this leads to shortening your tour and/or extra costs for you. For this you have your travel- and cancellation insurance. By booking your tour you waive all rights to persecute us for this, either under South African or any other international law.

Force Majeure

Force Majeure ('Act of God'), so unforeseen circumstances including but not limited to war, illnesses, pandemic diseases, quarantine, weather, riots and other unforeseen reasons beyond the control of Ride2Roam, may cause cancellation, delays or alterations to the tour. All consequences of these are for your own account. Ride2Roam is not liable for any costs resulting from this, including loss of deposits and prepaid amounts for your tour. This is one of the reasons why having a travel- and cancellation insurance is obligatory! Make sure it covers force majeure and instances like Covid-19.



Ride2Roam will assist you with rebooking, rearranging and/or returning (if already travelling) to the best of our capabilities, but all related costs are for your own account. Ride2Roam will contact all its providers (accommodations, motorbike rental etc.) to try to get reimbursements on reservations and down-payments; any refunds resulting from this will be paid back to you. However, since we depend on the goodwill of our providers, we can only pay back what we get back from them. Ride2Roam shall not be held liable in any way for any of these possible occurrences or any consequences, which may arise as a result of Force Majeure. By booking you waive all rights to persecute us under South African or any other international law.

What if...

You are not allowed to carry any product or produce which is illegal in the countries you visit. Also, you must at all times comply with all directives from, and agreements with, the employees and representatives of Ride2Roam. If you do not comply with these booking conditions you can at all times be excluded from the tour. Ride2Roam shall not be liable for any costs and/or expenses for you resulting from exclusion as aforesaid, and you shall not be entitled to a refund or rebate of the tour price or any additional compensation in such instances. In addition to this, Ride2Roam will charge you for all extra costs which we need to make as a direct result from this occurrence. All additional costs you need to make from this moment onwards to arrive at the destination and/or return back home will be for your own account as well.

Complaints

It is possible you encounter a problem during your tour or that something works out different from your expectations. Notify your tour leader as soon as possible! He/she will do the utmost to solve your problem so it won't bother you for the rest of the tour. If after this you still are not happy with this solution, contact us as soon as possible, preferably by e-mail. If your complaint is valid we will provide a solution to the best of our capabilities.