



## **Ceres Rail & Atlantic Rail Bookings:**

### **Cancellation Policy**

- We accept no liability whatsoever for any onward connections or accommodation, transportation, meal or incidental costs or any consequential losses or costs as a result of any trip cancellations and/or delays.
- Administration fee: In accordance with the provisions of the Consumer Protection Act 68 of 2008, we reserve the right to charge an administration fee for any amendments made to Bookings. Cancelled reservations will attract a 10% administration fee if the booking is cancelled more than 21 days prior to the trip date; 50% (fifty percent) administration fee if the cancellation is done between 21 and 14 days prior to the trip date and a 100% (one hundred percent) administration fee if the cancellation is less than 14 (fourteen) days prior to departure of the intended trip. This rule will be applied to all bookings in all circumstances except in those circumstances where the trip is cancelled due to mechanical failure of our locomotive.
- Reservation changes: no changes to the reservation will be allowed 1 day or less before the scheduled trip's departure, and the Passenger shall be deemed to be a "no show" if not at the departure point by the time the train departs. A passenger is deemed to have missed their train if they fail to present themselves for either check-in or boarding within the timelines stipulated in these Terms and Conditions, regardless of the circumstances resulting in this lateness.
- Cancellation, changes of schedules: at any time after a booking has been made we may change our schedules and/or cancel, terminate, divert, postpone, reschedule or delay any trip we reasonably consider this to be justified by circumstances beyond our control or an Uncontrollable Event, or for reasons of safety, or commercial reasons. In the event of such cancellation or changes to the schedule, the Passenger may elect, either to: book on another trip at the earliest opportunity on another of our scheduled services on which space is available or elect to be refunded.
- Refunds will be granted in terms of Section 16(3) of the Consumer Protection Act 68 of 2008 where the consumer retains the right to cancel a reservation within a 5-day cooling-off period after making a booking as the result of direct marketing. The Carrier retains the right to request evidence of the direct marketing in question to process the claim; 9.2.4 In terms of Section 17(5) of the Consumer Protection Act 68 of 2008 where the Passenger is unable to travel as the result of death or hospitalisation; 9.2.5 refunds will be processed by the Carrier within 10 (ten) working days of receiving all required documentation, and the Passenger accepts that it may take longer for funds to reflect in the relevant bank account due to interbank clearing periods. 9.3 Refunds will not be granted where: 9.3.1 Passengers have failed to board the train in time.
- We will not provide meals or accommodation Vouchers or accept any further liability for delays or changes in schedule.

## Terms and Conditions

- I hereby confirm and acknowledge that I understand that:
- No smoking is allowed on the train.
- Passengers may only disembark on instruction from the Train Manager and Coach Controllers (identifiable as wearing uniforms and Hi-Vis vests).
- I understand that visitors travelling with Atlantic Rail and Ceres Rail Company do so at their own risk. Atlantic Rail, Ceres Rail Company and/or Transnet Freight Rail will not be held liable for any injury, damage or loss suffered. This includes any injury, damage or loss that can be attributed directly or indirectly to any negligence on the part of Atlantic Rail, Ceres Rail Company and/or Transnet Freight Rail or any of its employees or volunteers.
- I will adhere to all instructions issued by the train staff in respect to safety regulations throughout the journey.
- Atlantic Rail, Ceres Rail Company and/or Transnet Freight Rail reserve the right to remove any passenger from the train who is behaving in a manner deemed disruptive and/or dangerous to themselves or other persons as well as any passenger who will not adhere to the safety regulations set down by the Railway Safety Regulator of South Africa.

Booked with:



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