

Izamo (Pty) Ltd Legal Document

1 Copyright & Intellectual Property Notice

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2 Terms & Conditions of Service

2.1 Introduction

Welcome to Izamo, a licensed tour operator based in Cape Town, South Africa. By booking with us or using our services, you agree to be bound by these Terms & Conditions and all applicable laws. If you do not agree, please refrain from using our services.

2.2 Booking & Payment

- A 40% deposit is required to confirm any booking.
- The balance must be paid in full before the tour departure date.
- Payments made within South Africa (Cape Town) must be in South African Rand (ZAR).
- Payments from abroad may be made in foreign currency via approved international payment methods.

2.3 Cancellations & Refunds

- Cancellations made 7 days or more before departure: Full refund (less 10% admin fee).
- Cancellations made 3–6 days before departure: 50% refund.
- Cancellations made less than 3 days before departure or “no-shows”: Non-refundable.
- Online bookings may be cancelled within 7 business days of purchase under the Consumer Protection Act (CPA), unless the service has already begun.

2.4 Changes to Bookings

- Changes may be requested up to 7 days before departure, subject to availability.
- An administrative fee may apply.

2.5 Traveler Responsibilities

- Travelers are responsible for having valid passports, visas, insurance, and vaccinations (if applicable).
- Travelers must comply with all local laws and respect tour guides, staff, and other guests.

2.6 Travel Insurance

Izamo strongly recommends all travelers obtain adequate travel insurance. Izamo is not responsible for costs incurred due to lack of insurance.

2.7 Liability

Izamo is not liable for delays, loss of property, injuries, illness, or damages during the tour, except where required by South African law. Izamo is not responsible for the performance of third-party suppliers (e.g., hotels, airlines).

2.8 Force Majeure

Izamo will not be liable for failure to perform services due to circumstances beyond its control, including but not limited to natural disasters, strikes, government actions, or pandemics. Refunds in such cases will be at Izamo's discretion.

2.9 Governing Law

These Terms are governed by the laws of the Republic of South Africa. Any disputes will fall under the jurisdiction of South African courts.

3 Returns & Refund Policy (CPA)

In compliance with the South African Consumer Protection Act:

- Customers who book online have a 7-day cooling-off period to cancel and receive a full refund (unless the service has already commenced).
- Refunds will be processed within 10 business days to the original payment method.
- No refunds for unused portions of tours once the tour has started.

4 Delivery Policy

- E-tickets and confirmations are delivered electronically via email immediately upon payment confirmation.
- No physical delivery of tickets is required unless otherwise stated.

5 Privacy Policy (POPIA Compliant)

5.1 Information We Collect

- **Personal information:** Name, email, phone number, ID/passport details, booking info.
- **Non-personal info:** IP address, browser type, cookies, and analytics data.

5.2 How We Use Your Information

- To process bookings and payments.
- To communicate with you about your tour.
- To comply with legal obligations.
- To improve services and marketing (only with consent).

5.3 Sharing of Information

We only share personal data with trusted third parties (e.g., payment processors, hotels, transport providers) as necessary to complete your booking.

5.4 Data Retention

We keep personal data only as long as necessary to provide services and comply with legal obligations.

5.5 Your Rights

You may request access, correction, or deletion of your personal data at any time by contacting our Information Officer.

5.6 Information Officer (POPIA Contact)

- **Name:** Ndongala Mosi Merlino
- **Email:** contact@izamo.co.za
- **Phone:** +27 66 591 5581

6 Cookie Policy

- Our website uses cookies to improve functionality, performance, and marketing.
- Essential cookies cannot be disabled. Analytics and marketing cookies require user consent via our cookie banner.
- You may disable cookies in your browser, but this may affect functionality.

7 Disclaimer

All content on the Izamo website is provided for general information purposes only. Izamo does not guarantee accuracy, completeness, or suitability. Participation in tours is at the traveler's own risk.

8 Contact Information (CPA Requirement)

Izamo (Pty) Ltd

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