

## Terms and Tonditions of The BazBus

### What are the terms and conditions?

- Tickets are **not refundable** but, with the exception of return tickets, are transferable.
- Seats should be booked at least **48 hours in advance** to avoid disappointment.
- Please note: **drivers cannot take bookings or recommend hostels**. All bookings must be made through our Cape Town Head Office by telephone. Any bookings by e-mail or fax are subject to confirmation. We will not be held responsible for passengers left behind as a result of unconfirmed bookings.
- buses **will depart by scheduled times**. buses **will not wait** for passengers who are not ready to depart at the scheduled time.
- In the event of a bus running behind schedule, every attempt will be made to keep passengers informed but we accept no liability for any inconvenience in this regard.
- Passengers are picked up and dropped off at the venues specified on the Arrival and Departure Points and must be ready to leave from these departure points at least **15 minutes** prior to the scheduled departure times.
- A "**no show**" for any booked section of the journey (without prior cancellation) will result in **loss of that section** of the journey and a new ticket will have to be purchased for that section.
- Price Lists and Timetables are subject to change without prior notification and **must be confirmed** at the time of making the booking.

### What do I do once I have bought my ticket?

Call our hotline number to make your first Baz Bus or Flexi-tour booking. Please have the following info ready....

- Voucher Number or Ticket number
- First name and Surname
- Booking Reference Number
- Travel agent/Branch where you purchased your ticket
- Amount paid:
- Flexi-Tour option 1 or 2
- Date of first trip (when you want to leave Cape Town /Jo'burg/Pretoria)
- Pick-up Point (which hostel you will be departing from)
- First Stop (the first town you wish to stop at)
- Travelling via Northern Drakensberg or Swaziland
- Optional Walking Safari included (yes or no)

### For further seat bookings, you will need to quote your:

- Ticket number
- Pick up point
- Date of travel
- Your next stop

You can book more than one journey at a time, if you know your hostel of departure, date of departure & next stop. If you have a voucher, hand it to your Baz Bus driver on your first day of travel in exchange for a Baz Bus ticket.

## **Who should I call and when?**

Our consultants work especially late, so you can phone in your booking request way after the sun has gone down. Our office number is (021) 439 2323 and our office hours are Mon - Fri: 8am - 9pm and Sat & Sun: 8am - 8pm.

We recommend you phone to make your booking at least 48hrs in advance of the day you wish to travel to avoid disappointment. In busy times, some routes are especially popular, so if you know when you want to travel, phone earlier - you can always change it later.

If you have booked a flexi-tour package, you will need to book your day tours at least 3 days in advance & 1 week in advance for the Kruger Park safari. .

## **How do I know my seat is confirmed?**

When you call our reservation number to book your seats, the reservation consultant will issue you with a Seat confirmation number for each stretch. Only once you receive this number is your seat confirmed for the date you would like to travel.

## **How long do I need to get from Cape Town to Johannesburg / Pretoria via Swaziland?**

The longer the better of course as your ticket has no time limit and there is so much to see and do on route! Do remember that on this route, Baz Bus does not travel at night making Port Elizabeth, Durban and Swaziland compulsory stopovers. In order not to rush it, We would recommend at least 2 weeks.

## **Can I bring my surfboard, mountain bike, stereo and chessboard with me on my fabulous Baz Bus adventure through Southern Africa?**

Of course! Our semi-luxury 19-seater Mercedes Benz are all equipped with trailers capable of carrying all your bits and pieces.

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