

REGAL ESCAPES



Regal Escapes Terms & Conditions

Effective Date: 03 June 2025

These Terms and Conditions govern your relationship with Regal Escapes. By booking or engaging with our services, you agree to be legally bound by the terms set out below, in accordance with South African law and the Consumer Protection Act (CPA).

1. Booking and Payment

All bookings are subject to availability and must be confirmed in writing. A deposit or full payment may be required at the time of booking, depending on the terms of the supplier. Payments must be made within the specified time frame to secure your reservation. Final payment deadlines will be communicated in your booking confirmation. Failure to make payment may result in cancellation and loss of any amounts paid.

2. Cancellations and Refunds

Cancellations are governed by the terms and conditions of the respective service providers (e.g. cruise lines, airlines, hotels). Refunds, if applicable, will be processed in accordance with the provider's policies. Regal Escapes will assist in processing cancellations but cannot guarantee the outcome. Clients are encouraged to request written confirmation of all cancellation requests. Non-refundable deposits may apply.

3. Changes to Bookings

Any requests to amend a booking must be submitted in writing. Changes are subject to availability and approval by the service provider. Additional charges, penalties, or rebooking fees may apply. Regal Escapes is not responsible for any losses incurred due to changes requested by the client.

4. Travel Insurance

Comprehensive travel insurance is strongly recommended and remains the responsibility of the client. This should cover trip cancellations, medical expenses, personal liability, lost luggage, and other potential risks. Failure to obtain insurance is at the client's own risk and Regal Escapes will not be held liable for any related loss.

5. Supplier Responsibility

Regal Escapes acts as an agent on behalf of various third-party service providers. All bookings are subject to the specific terms and conditions of the applicable suppliers. We do not own or operate

any of the transport, accommodation, or activity providers. Regal Escapes shall not be held liable for any act, omission, or default of any supplier.

6. Travel Documents

It is the client's responsibility to ensure all required travel documentation is valid and in order, including passports, visas, vaccination certificates, and other relevant permits. Regal Escapes will not be held liable for any loss, delays, or cancellations due to inadequate or incorrect documentation.

7. Liability

Regal Escapes shall not be liable for any personal injury, illness, death, property damage, financial loss, or other damages arising from your booking. Our liability is limited to the fullest extent permitted by South African law and does not extend to circumstances beyond our control. Nothing in these terms excludes liability for gross negligence or fraud.

8. Health and Safety

Clients are responsible for ensuring they meet the health and fitness requirements for their chosen travel arrangements. Please consult your doctor before travel and follow all local and international health regulations. Regal Escapes accepts no responsibility for health-related incidents during travel.

9. Special Requests

Any special requests (e.g. dietary needs, accessible rooms, seating preferences) must be communicated at the time of booking. While we will pass these requests on to the relevant supplier, Regal Escapes cannot guarantee their fulfilment and will not be liable for unmet requests.

10. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of the Republic of South Africa. Any disputes between Regal Escapes and its clients shall be subject to the exclusive jurisdiction of the South African courts. Bookings made through Regal Escapes may also be subject to the terms, conditions, and jurisdictional clauses of international suppliers, which may differ from South African law. Clients are advised to familiarise themselves with such third-party terms prior to confirmation.

11. Contact

For any queries or concerns relating to these Terms and Conditions, please contact us at:
enquire@regalescapes.com

12. International Clients

Regal Escapes serves clients from around the world. All services rendered by Regal Escapes are deemed to take place in South Africa, and by engaging with our services, international clients agree to be bound by these Terms and Conditions under South African law. It remains the responsibility of the client to ensure compliance with any applicable laws or regulations in their own jurisdiction. Regal Escapes makes no representation that its services comply with laws outside South Africa, and accepts no liability arising from the use of its services in conflict with local laws.