





Tel +27 (0) 12 653 0018 | Fax +27 (0) 12 653 4609 | Cell +27 (0) 82 566 5506

ulysses@lantic.co.za | www.ulysses.co.za

5 Johannes Drive, Hennops Park, Gauteng Province, South Africa

P0 Box 7699, Centurion 0046

 Ulysses Tours & Safaris  @UlyssesTours  Ulysses Private Day Tours

ULYSSES TOURS & SAFARIS

TERMS & CONDITIONS / PLEASE NOTE

2023

1. Day tour rates are quoted in South African Rand (ZAR), as per person and overnight package prices are quoted as "per person sharing".
2. Children between the ages of 2 – 12 pay 50% of the tour rate.
3. TOUR OPTIONS
 - SPECIAL TOUR – We do not require a minimum of two people to conduct this tour. There is a tour on special offer every day of the week. This tour has a fixed itinerary and departure times, and other people might join this tour. Single persons booked on this tour will pay the special tour rate.
 - SCHEDULED TOUR – This tour has a fixed itinerary and departure times, and other people might join this tour. The published scheduled rate will be applicable when there are 2 or more passengers booked. Should there only be one person booked on the scheduled tour, the single tour rate will apply.
 - PRIVATE TOUR - We require a minimum of two people to conduct a private tour. Departure times and the tour itinerary are flexible and other people will not join this tour. The duration of the tour remains the same. Although the vehicle and tour guide's services will be private, clients will join other tourists at tourist attractions.
 - SINGLE TOUR – Should a tour not be on a special offer on that day, and there is no one else booked on a tour, we can still conduct a tour, charged at the single rate. Departure times are still fixed and we hold the right to add people to this tour, in which case the tour price will revert back to the scheduled tour price. On overnight packages, the single supplement is already included in the single rate, and it doesn't need to be added again.
4. Apart from the daily Special Tours, we require a minimum of two people to conduct a tour at the scheduled rate, even for a private tour. A tour can be done with a single traveller, at the published single rate, unless the tour is on special offer on that day.
5. Gauteng E-toll charges are included in our rates.
6. There is a surcharge of 10% applicable on all transport requirements between the hours of 23:00 – 06:00 for groups of 1 – 4 people.
7. Owing to the unpredictable nature of the petrol and diesel prices in South Africa, these rates are provisional and we reserve the right to change them without prior or written notice.
8. Should a transfer be confirmed for a future date with a 50% deposit, we will honour the rate as quoted when booked.
9. Rates are valid until **31 December 2023** but subject to alteration without prior notice.
10. Our guides are English speaking. Other languages are available on request at a surcharge.
11. A cancellation fee of 100% of the total price applies for long-distance transfers cancelled less than 12 hours and to short distance transfers cancelled less than 3 hours in advance.
12. A trailer is available for excess luggage at a surcharge.
13. We reserve the right to use a sedan car for transfers of one to three people. Should a minibus be required for a transfer for one to three people we reserve the right to charge the rate used for five people.

14. All bookings (and specified vehicles) are subject to availability at time of reservation.
15. Quoted prices include agent's commission (VAT included). No commission is paid in the case of the single supplement. Commission must be claimed within 3 months.
16. All drinks (including bottled water and soft drinks) are excluded from our prices and are for own account.
17. We reserve the right to arrange for passengers to be taken on by an associate company running the same or a similar tour, should circumstances require it.
18. Pick-up times as per the brochure are estimated times. Due to the free pick-up and drop-off service provided, pick-up and drop-off times may be different from the published times. A time will be confirmed on reservation.
19. Private tours are available and quoted for separately.
20. Where tours are done to public areas, tourist attractions or game reserves, the private tour option includes private return transfers, but the activities will be with other tourists.
21. No eating, drinking or smoking is allowed on our vehicles.
22. Routes, accommodation and visits to restaurants and sights are subject to change without prior notice if circumstances require it.
23. While Ulysses Tours & Safaris cc, their employees, and/or agents will take every care against such contingencies, they cannot be held responsible for, and shall be exempt from any liability for any loss, damage or injury to any person and/or his/her luggage or personal property.
24. Ulysses Tours & Safaris cc carries passenger liability, but we strongly advise tourists/passengers to take out adequate travel insurance to cover personal accidents, medical expenses and loss of baggage.
25. We accept all major credit cards.
26. We strongly recommend that tourists take medication against malaria as prescribed. Please visit a local pharmacy before visiting high risk areas.
27. All travel arrangements are subject to the booking conditions and cancellation provisions of the service provider.
28. All bank charges and commissions are for the depositor's account.
29. Baby chairs must be fitted by the client and not by the Ulysses Tours employee.
30. A 50% non-refundable deposit for all tours is payable on reservation and the balance is payable 3 weeks before departure. If a reservation is cancelled, a cancellation fee will be charged and will be determined as follows: If the cancellation is done
 - at least 21 days prior to the start of the tour: 0% of the balance amount
 - 20 – 14 days prior to the start of the tour: 25% of the balance amount
 - 13 – 7 days prior to the start of the tour: 50% of the balance amount
 - 6 – 3 days prior to the start of the tour: 75% of the balance amount
 - less than 3 days prior to the start of the tour: 100% of the balance amount.
31. A group-booking discount is available on scheduled tours on request for four and more people per booking.
32. Our drivers are not allowed to exceed the speed limit in any VIP convoy or blue light brigade.
33. Should an attraction be closed due to unforeseen circumstances, it will be, where possible, be substituted by an attraction in the same area.
34. The amount allocated for meals are inclusive of the guide/driver's meals, gratuity, first round drinks and a fee for the vehicle being used. It is not necessarily the amount available per person and no change is paid out.
35. The amount allocated for meals are inclusive of the guide/driver's meals, gratuity, first round drinks and a fee for the vehicle being used. It is not necessarily the amount available per person and no change is paid out.
36. Return transport to and from Pretoria / Johannesburg is included in the overnight packages to Sun City and Pilanesberg National Park.
37. Although every effort is made to ensure brochure accuracy at the time of going to print, Ulysses Tours & Safaris CC cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances.
38. AIRPORT DROP-OFFS AFTER A TOUR
 - a. GAUTENG HALF-DAY TOURS – full airport transfer rate is payable, except on the Johannesburg City tour, or when the pick-up was from the airport.
 - b. GAUTENG FULL-DAY TOURS
 - i. Passengers from Pretoria are subject to a full airport transfer rate, unless the Johannesburg City tour is part of the full day tour.
 - ii. Passengers from Johannesburg can be dropped free of charge

c. OVERNIGHT TOURS – free drop-off service is available directly after the tour.

39. WAITING TIME:

- We do not charge waiting time for delayed flights.
- We do not charge waiting time for the first 30 minutes' waiting
- After 30 minutes we charge a waiting time fee indicated on the price list under EXT calculated from the original pick-up time.

40. DIFFERENT PICK-UP OR DROP-OFF POINTS

- There is no charge for different pick-up and/or drop-off points if such points are in the same or adjacent suburb/s.
- For pick-ups and/or drop-offs in different areas, the point the furthest to travel will be charged the full fare for 1 person; the second and third point will be charged at the discounted rate.
- For 5 or more people at different locations, there is no surcharge for different pick-up and/or drop-off points, provided such points are in the same city.
- When we need to do a pick-up for passengers off different flights, a waiting time fee is charged if these flights arrive more than 60 minutes apart.

