

1. Tickets

Tickets are not transferable and are valid for use of the registered ticket holder only. It is the passenger's responsibility to ensure that the correct information is shown on the ticket. If a passenger should stop or interrupt or deviate from his/her journey, additional costs will be implemented.

2. Ticket Amendments

Any alteration to the text or copy of a ticket will render it invalid. Purchase of a new ticket will be required.

3. Changes or cancellations to reservations

If a ticket gets cancelled or changed, Jozi Shuttles will not be liable to refund the full amount. 20% of ticket price will be refunded back to the ticket purchaser.

4. Departure times

Passengers are required to be at the departure point 30 minutes before the departure time shown on the ticket. Any seat not filled within 10 minutes prior to the scheduled departure time, will be considered a no show, and the vehicle will depart.

5. Luggage

Each passenger is permitted to only take one medium size luggage bag not exceeding 15kg and a small luggage bag not exceeding 5kg with a total mass not exceeding 20kg. Jozi Shuttles has the right to refuse the carriage of luggage which does not comply with the conditions mentioned above

Unaccompanied luggage will not be transported.

Passengers should not place valuable items such as cellular phones, jewelry, laptops or other computer equipment, electronic items, cash, credit cards, spectacles, sun glasses and fragile or perishable items in the trailer compartment.

Jozi Shuttles will not allow firearms or any harmful chemicals, explosives, or toxic substances to be carried on the shuttle.

It is the responsibility of passengers to ensure that luggage or personal property is not left on the shuttle after disembarking.

6. Insurance

Jozi Shuttles does not have passenger insurance and luggage insurance. If the traveling vehicle is in an accident, claims can be made through the road accident fund.

7. Smoking

Jozi Shuttles are non-smoking vehicles. There will be a half way stop between Johannesburg and Durban, where passengers can smoke. Passengers, who fail to comply, will be issued with a fine.

8. Restrictions

No standing passengers will be transported. Passengers may not lie or sit in the aisle of the shuttle.

9. General

Jozi Shuttles cannot be held responsible for failure to perform or delays in performance or service delivery due to circumstances beyond Jozi Shuttles control, such as adverse weather conditions, unpredictable delays caused by traffic congestion, diversions or road works, criminal conduct by third parties, strikes, industrial disputes and regulatory interference. Jozi Shuttles will not be liable to passengers for any loss arising from any failure or delay in performance or service delivery resulting from circumstances beyond Jozi Shuttles control.

Jozi Shuttles will make every reasonable effort to ensure the availability of connections between its services, and to inform passengers if there are any delays in the connection of its services.

Jozi Shuttles will not be liable to passengers for any loss arising from any failure or delay in the connection between its services resulting from circumstances beyond Jozi Shuttles control.

Jozi Shuttles may cancel any of its services upon reasonable prior notice to passengers, without any liability.

Jozi Shuttles will endeavor to give reasonable notice of changes to schedules.