



SA **P**ARKING **.CO.ZA**

Terms & Conditions

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1. All prices quoted are for pre-booking online and inclusive of VAT. Prices may fluctuate due to seasonal changes and special offers provided by each Service Provider individually.
2. SAParking is a booking agent and therefore all responsibility and liability for all vehicles lie with the Service Provider chosen by the client. You agree that you are making a booking through SAParking website for online booking agency services only, and the supply of car parking is made by the Service Provider to you directly when you arrive at the pre-booked location. The Service Providers are independent companies and not agents or employees of SAParking. SAParking will not be held liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any such providers or for any personal injuries, death, property damage, or other damages or expenses resulting therefrom. SAParking has no liability and will make no refund in the event of a strike, force majeure or other causes beyond its direct control, and it has no responsibility for any additional expense, omissions, delays, re-routing or acts of any government or authority.

3. Cancellation and Booking Procedures

- 3.1. Booking made through SAParking website will generate a booking confirmation automatically upon completion of an online booking. This confirmation may be generated by SAParking or by the Service Provider. A booking confirmation is however not a guaranteed place. SAParking may cancel a booking if the Service Provider is not able to fulfil it. In this circumstance, a full refund will be given if you have pre-paid online.
- 3.2. The Service Provider you have chosen may need you to leave your vehicle keys with the Service Provider staff. In this case, you must ensure you are leaving your vehicle keys with the Service Provider staff. You must therefore ensure before leaving your vehicle with the staff member, that it is in a roadworthy condition and that it has all applicable regulatory requirements. (e.g. insurance) The Service Provider in this case reserves the right to move your vehicle within or outside of the car park by driving or otherwise to such extent as the Service Provider, or its employees, may at their discretion think necessary for the efficient arrangement of its parking facilities at the car park, in emergencies or to avoid accidents or obstructions. Should the Service Provider need to take your vehicle onto public roads the Service Provider's drivers should be fully insured by the Service Provider for this purpose, however, customers should verify this for themselves.
- 3.3. SAParking advises all clients to leave enough time for the parking and signing of paper work with the Service Provider to ensure a rush-free onward travel.
- 3.4. Where applicable, it will be stated on your booking confirmation, should the Service Provider have a non-refundable / non-amendable service.
- 3.5. All parking is subject to the terms and conditions of the individual Service Provider. It is the client's responsibility to request the Service Provider's terms and conditions before or upon arrival.

- 3.6. SAParking and some of the Service Providers will apply administrative costs and fees to amendments and cancellations. Where applicable, it will be stated at the time of booking or cancellation of booking.
 - 3.7. Any circumstances subsequent to the Service Provider's employees being kept waiting, including but not limited to, input errors, or late arrivals by customers, may result in an administrative charge, payable to the Service Provider's employees immediately, or the withdrawal of the service with no refund.
 - 3.8. All vehicles are parked at the customer's risk. In the event of any complaint, claim or dispute (e.g. damage to vehicle or its contents lost) the customer must deal directly with the Service Provider concerned. Under no circumstances will SAParking take any responsibility for such an event. Any claims must be made directly with the Service Provider.
 - 3.9. It is the customer's responsibility to remove all valuable items from their vehicle. All items left in the vehicle will be done so at own risk. SAParking and the Service Provider cannot be held liable for items missing.
 - 3.10. Ensure you have directions and instructions for the Service Provider you have chosen and booked with, as well as their telephone number, and details of the entry and exit procedures. It is your responsibility to acquire directions before departure, any missed bookings, flights or other problems arising from your failure to obtain valid directions will not be refunded by SAParking.
 - 3.11. If you are charged a higher price than that confirmed on your booking confirmation by the Service Provider because you did not follow the correct booking, entry or exit procedure or if you fail to present your booking confirmation, SAParking will not be able to obtain a refund on your behalf.
 - 3.12. If you stay for fewer days than your original booking, your deposit paid will remain the same it will be at the discretion of the Service Provider to allocate a reduced total amount due.
 - 3.13. Variation on pricing may differ according to the booking date, length of stay, pick up / drop off time.
4. SAParking and the Service Providers may make alterations to their website at any time. SAParking and the Service Providers make no representations about the suitability of the information, services and products on the SAParking website for any purpose and the inclusion or sale of any of their products or services on SAParking's website does not constitute any endorsement or recommendation of such products or services by SAParking. Any of the information provided on SAParking website may include inaccuracies. SAParking does not guarantee this accuracy and will not be held liable for this, much of this information is provided by the Service Providers themselves.
 5. The customer making use of SAParking or its Service Providers as well as their staff, will support and indemnify against any claims of any kind or nature including, not limited to, reasonable legal and accounting fees, brought by third parties as a result of either your breach of these terms, your violation of any law or the rights of a third party, your use of any SAParking website.

Cancellation Policy

All cancellations or amendment requests must be made through emailing SAParking on the published email address. You may not make amendments or cancellations directly to a staff member of the Service Provider chosen. Cancellation and amendment requests can only be actioned during office hours. The administrative costs for cancellations or amendments will be calculated from the moment SAParking processes the request.

The following cases will not be refunded:

Flight cancellations: It remains your responsibility to remain informed of any onward travel changes, informing SAParking of any relevant changes. SAParking will not be held accountable if your onward travel changes.

Missed meet and greet driver: It will remain your responsibility to provide meeting times and to inform the Service Provider of any changes, with suitable notice. Should the information about the meeting points not be provided on the SAParking site it will remain your responsibility to obtain this information from the Service Provider.

In the event of making use of another Service Provider due to late arrival.

In the event of making use of another Service Provider due to customer not finding the booked Service Provider. Directions to the Service Providers are included on each site and booking confirmation. It remains your responsibility to take direction details with you when you travel.

Unused parking days: Any unused or partially used bookings will be at the discretion of the Service Provider to allocate a reduced total amount due.

Booking details

- Bookings can be amended up to 12 hours after the return date and time.
- Cancellation to bookings must be made more than 24 hours before the vehicle drop-off date and time to receive a refund.
- Cancellation to booking 24 hours or less before the vehicle drop-off date and time. No refund.