



CITILINER TERMS AND CONDITIONS

The Company is referred to as "Citiliner" herein and includes the Citiliner Plus and Citiliner brands.

1. COVID 19 REGULATIONS

- 1.1. Please ensure that a mask is worn at all times when travelling on Citiliner coaches. Sanitise hands regularly and a distance of 1m is to be maintained between all passengers.
- 1.2. Kindly refer to www.sacoronavirus.co.za for information on the latest COVID-19 regulations.

2. EXCLUSION OF LIABILITY

- 2.1. All persons entering a Citiliner vehicle and/or property owned by Citiliner or under its control do so entirely AT THEIR OWN RISK.
- 2.2. Citiliner is not liable for any loss or damages (including consequential, special damages or loss of profits), loss of life, bodily injury or damage to or loss of property of whatsoever nature and howsoever caused, and whether or not caused by Citiliner, its directors, its officers, servants, agents or any other person acting on behalf of or under the control of Citiliner arising out of or connected in any way with the transportation or non-transportation by Citiliner of any passenger or persons and/or their property.

3. TICKETS

- 3.1. The ticket is proof of the agreement of transport between Citiliner, the purchaser of the ticket and the passenger (the Parties). These terms and conditions apply to the issue of such ticket/s and together constitute the entire agreement between the Parties.
- 3.2. A ticket is valid for use only by the passenger to whom it is issued and for the route, date and time shown thereon. The passenger will be required to produce their unique ticket reference number and appropriate identification to board the bus and to check-in.
- 3.3. It is the PASSENGERS' RESPONSIBILITY to ensure that the correct information is shown on the ticket. Any alteration to a ticket may render it invalid.
- 3.4. Tickets are non-transferrable.
- 3.5. Lost tickets are non-refundable.
- 3.6. Only tickets' purchased from Citiliner or its appointed agents will be valid. Any ticket/s obtained from any other source other than an appointed agency will be void and the bearer of such ticket/s shall have no claim whatsoever against Citiliner, its directors, its staff, its representatives or any other person acting on behalf of or under the instruction of Citiliner, for any damages whatsoever.

4. CANCELLATION POLICY

A ticket may be cancelled subject to the following:

- 4.1. More than 24 hours before departure, a refund or re-schedule is permitted and a R50.00 admin fee applies.
- 4.2. At or less than 24 hours before departure, only a re-schedule is permitted and a refund is not permitted, a R70.00 admin fee applies.
- 4.3. Cancellations on the date of departure between 3 hours and 1 hour before departure are not permitted, only a re-schedule is permitted and an R100.00 admin fee applies.
- 4.4. No refund or re-scheduling will be permitted within 1 hour of scheduled departure.
- 4.5. With any re-scheduling, any increase in fare at the time of the re-booking being actioned will also be for the account of the Passenger. No Refunds are permitted on the date of departure or thereafter. Any change to a ticket requires a new ticket to be issued by Citiliner and it does not guarantee the availability of a similar ticket class, fare, discount, seat or reserved seating.
- 4.6. Citiliner will not be bound by VERBAL QUOTATIONS. Quotes are valid ONLY at the time the quotation is provided in writing unless expressly indicated otherwise.

5. TIMETABLES AND SCHEDULES

- 5.1. Passengers are requested to be at the applicable terminal or pick-up point 30 MINUTES before departure. Should a passenger be late for the scheduled departure time, a new ticket will have to be purchased.

- 5.2. Reservations / booked seats that are not filled/occupied 5 MINUTES before departure will be offered to stand-by passengers on a first come first serve basis.
- 5.3. Whilst Citiliner will make all reasonable efforts to keep to its scheduled timetables, Citiliner/Citiliner Plus and its sub-contractors DOES NOT guarantee any arrival or departure times, and it does NOT accept any liability for any loss including consequential loss or damage incurred by any passenger, or inconvenience experienced by any person, due to a delay or cancellation of any service for whatsoever reason.
- 5.4. **Citiliner reserves the right to cancel any of its services for any reason WITHOUT prior notice. Citiliner is NOT liable for any loss, consequential or otherwise, or damage incurred by passengers because of such cancellation.**

6. BREAKDOWNS, DELAYS AND CANCELLATION OF SERVICES

- 6.1. NO REFUNDS will be paid in the event of a breakdown or a delay.
- 6.2. In the event of a breakdown or delay Citiliner WILL NOT be held liable for connecting services, scheduled meetings, free refreshments, accommodation or any form of transportation or compensation.
- 6.3. Services may be cancelled due to adverse operational conditions including but not limited to force majeure, man-made impediments including strike action or mass looting, etc.
- 6.4. NO REFUNDS will be issued if a service is cancelled due to weather or any adverse conditions that are beyond Citiliner's control.
- 6.5. All passengers will be rebooked for an alternative date and time as per the passenger's request.
- 6.6. Citiliner reserves the right to shuttle passengers between stops.

7. SMOKING, USE OF DRUGS & ALCOHOL

- 7.1. Citiliner reserves the right to refuse to undertake the conveyance of any passenger/s found to be intoxicated, using drugs or smoking on board. Any passenger may be denied boarding should they be deemed as intoxicated or inebriated.
- 7.2. Any person found in breach of Citiliner's terms and conditions regarding the consumption of alcohol, use of drugs or smoking will be DISEMBARKED immediately at the NEXT SAFE AREA and no compensation, refund or rescheduling of service requests will be entertained. In addition, should the need arise, legal action may be initiated against the perpetrator that is found in breach of this or any other specified terms and conditions of carriage.

8. PETS

- 8.1. Only a trained guide dog that is certified to provide the required service to its owner may be permitted on board within specific guidelines and at Citiliner's discretion. A certificate may be requested for the guide dog.
- 8.2. With the exception of 8.1 above, NO PETS or animals will be allowed on any Citiliner coach or shuttle bus.

9. TRANSPORTING OF PASSENGERS

- 9.1. No unaccompanied children UNDER the age of 12 years will be transported. Citiliner reserves the right to refuse the transport of any minor child or person and shall not be held liable for its refusal; Citiliner is further indemnified against any apparent loss, consequential loss or damages of whatever nature as a result of such a refusal.
- 9.2. Children aged LESS THAN 36 months will be transported for free, PROVIDED that they sit on the Parent/Guardian's lap. Children of 36 months and older will pay the ADULT FARE. Proof of the child's age is required at the time of purchasing the ticket and boarding the bus. In the event that there is MORE THAN ONE child under 36 months, **only one child** will be entitled to travel on the Parent /Guardian's lap without paying.
- 9.3. Citiliner reserves the right to refuse to transport sick passengers as well as pregnant women that are visibly in their advanced stages of pregnancy (generally 7 months and over). Permission to travel will be at the SOLE DISCRETION of the company's representative/s that is duly entitled to make such a determination (the boarding master and/or supervisor or company representative on duty will make this determination).
- 9.4. Passengers that have a medical condition including a chronic condition must consult their medical practitioner prior to travel. Passengers with any special needs are required to inform the Citiliner reservations agent or consultant when doing the reservation and inform the Citiliner representative on the day of departure of their specific condition prior to travelling with Citiliner.
- 9.5. Passengers with disabilities or in a wheelchair are advised to inform the reservations agent or consultant of their condition prior to booking a ticket.
- 9.6. The wearing of seat belts is compulsory at all times. Adults are to ensure that their children are secured at all times whilst travelling with Citiliner. Citiliner will not be held liable for any injury, disability or death as a result of any passengers' negligence prior to, during or at the end of a journey.

10. LUGGAGE

- 10.1. A maximum of 2 x pieces of regular baggage not exceeding 25kg in total will be permitted per ticket holder. Excess baggage/luggage fees will be charged for baggage/luggage in excess of this provision at the time of reservation or boarding/check-in.
- 10.2. On selected services, Citiliner may accept the transporting of boxes, bags and any other commercial goods classified as excess baggage and within a specified

- dimension per piece. Citiliner reserves the right to accept any of the above-mentioned items and will charge for them according to size and weight in excess of the stipulated baggage allowance.
- 10.3. Unaccompanied luggage will not be accepted for transportation.
 - 10.4. Citiliner will not be held responsible for any lost or damaged baggage/luggage or any loss of personal items or valuables.
 - 10.5. In the event that the company agrees on compensation for lost baggage during a journey, the company may pay out a maximum of R5 per kg up to a maximum of 25kg.
 - 10.6. It is the passenger's responsibility to ensure that their bags are tagged correctly.
 - 10.7. Baggage/luggage must not include fragile, valuable or perishable items in Checked Baggage. These also includes artwork, money, debit/credit cards, jewellery, computers/laptops, personal electronic devices, cellular telephones, photographic equipment, medical equipment, audio and video equipment including, but not limited to, televisions, radios, iPods, GPS equipment, stereo equipment, VCR players, specialized equipment, crockery, valuable business documents, passports and other identification documents, any keys, dangerous goods, as well as flammable liquid transported in any container.
 - 10.8. There will be a charge of R5 per Kg payable for all items/ weight over the permitted baggage allowance. Citiliner will not refund tickets should the excess baggage not be able to be accommodated on-board.

11. INSURANCE

- 11.1. Citiliner does not offer general insurance cover for its passengers, their property or luggage. It is the responsibility of the passenger to ensure that he/she is adequately insured.

12. GENERAL

- 12.1. Citiliner DOES NOT provide specific seating or guarantee sitting together in a case of more than one passenger. Right of admission is reserved.
- 12.2. Citiliner reserves the right to revise seat allocations WITHOUT PRIOR notice and to operate substitute vehicles of a different standard from those advertised should operational requirements or circumstances so dictate.
- 12.3. Fares are subject to change WITHOUT prior notice from Citiliner.
- 12.4. Should you have a complaint in respect of Citiliner, you should inform Citiliner as soon as possible within 7 days of the incident. Citiliner will not consider any complaints after 7 days. Any complaints should be emailed to customercare@citilinerplus.co.za.
- 12.5. Citiliner broadcasts family-friendly video and audio material on all coaches where possible and does not promise the availability of on-board material or entertainment on any coach.
- 12.6. Citiliner reserves the right to inspect the ticket, travel documents, luggage, goods, packages and parcels of any passenger. Citiliner reserves the right to refuse to

transport or continue to transport, any passenger/s or their luggage or goods for a bona fide reason.

- 12.7. The terms and conditions as detailed in the conditions of carriage shall be severable of each other. Should any of these terms and conditions be found to be invalid, the said term or condition shall not affect the validity of the remaining or any other term and condition of carriage.

FOR ANY QUERIES PLEASE CONTACT OUR CALL CENTRE.V1.3