



Terms and Conditions of Coach Charter Services

Last updated: January 2026

These Terms and Conditions ("Terms") govern all quotations, bookings, and services provided by Intercity Charter ("Intercity Charter", "we", "us", or "our") to the client ("Client", "you", or "your"). By accepting a quotation, making a booking, or utilising our services, you agree to be bound by these Terms.

1. Scope of Services

Intercity Charter provides luxury coach and ground transportation services within the Republic of South Africa and, where agreed in writing, cross-border services. Services include the provision of vehicles, professional drivers, and related transport logistics as specified in the confirmed quotation.

2. Quotations and Bookings

2.1 All quotations are valid for a period of 14 days from the date of issue unless otherwise stated.

2.2 A booking is only confirmed once Intercity Charter has issued written confirmation. All services rendered by Intercity Charter, must be paid in full before the commencement of the service (unless credit facilities are agreed upon in which case credit terms and conditions will apply.)

2.3 Any changes to the itinerary, passenger numbers, timings, routes, or vehicle type after confirmation may result in revised pricing.

3. Pricing and Payment

3.1 All prices are quoted in South African Rand (ZAR) unless otherwise stated.

3.2 Late payments may attract interest at the maximum rate permitted by law.

3.4 Intercity Charter reserves the right to withhold services where payment terms have not been met.

4. Cancellations and Refunds

4.1 Cancellations must be made in writing.

4.2 Cancellation fees apply as follows:

- More than 14 days prior to service: No charge (deposit refundable)
- Within 14 days prior to service: 20% of total booking value
- Within 7 days prior to service: 50% of total booking value
- Within 24 Hours of the service, If the coach has departed from the depot, or no-show: 100% of total booking value

4.3 No refunds will be issued for unused services, late departures, or early terminations not caused by Intercity Charter.

5. Changes, Delays, and Overtime

5.1 Any waiting time, delays, route deviations, or additional hours requested by the Client will be charged at the applicable overtime rate.

5.2 Intercity Charter is not responsible for delays caused by traffic, weather conditions, road closures, accidents, acts of God, or circumstances beyond our reasonable control.

6. Passenger Conduct

6.1 The Client is responsible for the conduct of all passengers.

6.2 Intercity Charter reserves the right to refuse carriage or terminate a service without refund if passenger behaviour is unsafe, unlawful, abusive, or poses a risk to the driver, vehicle, or other passengers.

6.3 Smoking, vaping, and illegal substances are strictly prohibited on all vehicles.

6.4 Air vents and air-conditioners are to be operated according to manufacturer specifications.

6.5 No heavy or sharp objects to be stored in the overhead parcel racks.

6.6 Do not place your feet on the seats and dashboard.

6.7 No passenger is allowed to disembark from the coach while the coach is in motion and movement on the bus while the coach is in motion should be limited.

7. Damage, Cleaning, and Loss

7.1 The Client will be held liable for any damage to the vehicle caused by passengers, excluding fair wear and tear.

7.2 Additional cleaning fees may be charged for excessive dirt, spills, vomit, or biohazard contamination.

7.3 Intercity Charter is not responsible for loss or damage to personal belongings left on the vehicle.

8. Vehicle Substitution

8.1 Intercity Charter reserves the right to substitute a vehicle of similar or higher standard in the event of mechanical failure, operational requirements, or unforeseen circumstances.

8.2 Such substitution shall not constitute a breach of contract.

9. Safety and Compliance

- 9.1 All vehicles are operated in compliance with South African road traffic legislation.
- 9.2 Seatbelt use is mandatory where provided.
- 9.3 Passenger numbers may not exceed the legal seating capacity of the vehicle.
- 9.4 Driver single room accommodation and meals will be for the client's account where applicable.

10. Force Majeure

Intercity Charter shall not be liable for failure to perform its obligations where such failure is due to events beyond its reasonable control, including but not limited to natural disasters, strikes, riots, pandemics, government restrictions, or severe weather.

11. Limitation of Liability

- 11.1 Intercity Charter's liability is limited to the value of the services provided.
- 11.2 Intercity Charter shall not be liable for indirect, consequential, or economic loss, including missed flights, events, or accommodation.

12. Commission, tips and sales of water and soft drinks on the coach

Intercity Charter disassociates itself from the involvement of paying commission and tips to coach drivers and that such an action should not become a problem to Intercity Charter. The sale of water and soft drinks, whilst on tour, is at the discretion of the tour coach driver.

13. Insurance

Intercity Charter maintains passenger liability insurance as required by South African law. This insurance does not cover personal belongings.

14. Privacy and Data Protection

Intercity Charter processes personal information in accordance with the Protection of Personal Information Act (POPIA). Client information will be used solely for service delivery and lawful business purposes.

15. Governing Law and Jurisdiction

These Terms are governed by the laws of the Republic of South Africa, and the parties consent to the jurisdiction of South African courts.

16. General

- 15.1 No waiver of any provision shall be deemed a waiver of any subsequent breach.
- 15.2 If any provision is found to be unenforceable, the remaining provisions shall remain in full force and effect.
- 15.3 These Terms constitute the entire agreement between Intercity Charter and the Client unless otherwise agreed in writing.