

BOOKING TERMS

Last updated 12 September 2026

Applies to: consultations, events, functions and travel booked with RVZ International Group (Pty) Ltd
Terms reference: clause 5.3, Schedules 7 and 8
Governing law: CPA 68 of 2008, in particular s 17

These Booking Terms apply whenever you reserve a date, time, venue, service or travel arrangement with RVZ. They supplement our Terms and Conditions; the division Schedule and your booking confirmation or event order apply alongside them. Nothing here reduces a right the Consumer Protection Act gives you — in particular your right under CPA section 17 to cancel an advance booking at any time, subject only to a reasonable cancellation charge.

1. Consultations and appointments

1.1 An initial consultation booked through our website or by contacting a division is free unless a fee is stated when you book. It is a discussion of your needs and is not a commitment by either party to proceed.

1.2 Please give us at least 24 hours' notice if you need to reschedule or cancel a consultation, so that the time can be offered to someone else. Repeated no-shows may result in our asking for a confirmation deposit before further appointments, refundable against any service you go on to book.

1.3 Consultations may take place in person, by telephone or by video call. Calls may be recorded for quality and record-keeping as described in our Communications and Call Recording Notice; you will be told at the start of the call.

2. How a booking is confirmed

2.1 A date, venue, service or travel component is reserved only when both of the following have happened: we have confirmed the booking in writing (an event order, booking confirmation or itinerary), and any deposit requested in that confirmation has been paid. Until then, availability is not guaranteed.

2.2 Before you confirm, we will give you in plain language: the total price and what it includes; the deposit and payment schedule; the cancellation scale; whether we are acting as principal or as an agent for a supplier; any supplier terms that will apply; and any term that limits our liability, as CPA sections 22, 23, 27 and 49 require.

2.3 A quotation is open for 14 calendar days unless it says otherwise, and is an invitation to do business rather than a guarantee of availability (Terms clause 4.2).

3. Deposits and payment schedules

3.1 A deposit reserves capacity or funds third-party commitments (a venue, a supplier, an airline ticket) and is always applied to your final price. A deposit is never automatically forfeited; what may be retained on cancellation is governed by section 4 below.

3.2 Your booking confirmation sets out any further payment stages and their due dates. Where a supplier requires payment in full before it will confirm (airline ticketing is the common example), we will tell you before you commit.

3.3 Payments may be made by card or instant EFT through our secure payment provider, or by EFT to the account on your invoice; see our Payment Options. No interest, fee or credit arrangement is imposed in breach of the National Credit Act 34 of 2005.

4. Your right to cancel, and cancellation charges

4.1 Under CPA section 17 you may cancel an advance booking, reservation or order at any time before the service is performed. We may charge a reasonable cancellation fee, but section 17(4) requires it to be reasonable having regard to the nature of the service, how much notice you gave, the reasonable potential for us to find an alternative client for the same date, and the general practice of the industry. A cancellation fee must never be punitive.

4.2 No cancellation fee is charged where the cancellation is due to the death or hospitalisation of the person for whom, or for whose benefit, the booking was made (CPA section 17(5)).

4.3 The cancellation scale for your specific booking is set out in your event order or booking confirmation before you confirm. As a guide, our scales are built on three components, each of which we must be able to show:

- work already performed at the point of cancellation, charged at the agreed rates;
- third-party commitments we cannot recover — a non-refundable venue deposit, a supplier's own cancellation charge, a ticket that has already been issued — passed on at cost with the supplier's terms available to you; and
- a reasonable charge for the lost opportunity where the date can no longer realistically be resold, which reduces the earlier you cancel and falls away entirely where we do resell the date.

4.4 Any amount you have paid above the lawful cancellation charge is refunded, through your original payment method where practical, within ten business days of our confirming the cancellation, excluding your bank's processing time.

4.5 If you booked online, the seven-day cooling-off right under ECTA section 44 may also apply to the agreement for services, unless performance began with your consent within that period.

4.6 If you dispute a cancellation charge, our complaints process and your external escalation routes are set out in our Consumer Protection and Service Delivery Policy.

5. Events, weddings and functions

5.1 Event order. Your event order identifies the date, venue, guest count, services, suppliers, programme, equipment, access times, contingency plan, permits, payment stages and cancellation scale (Terms Schedule 7.1). It is the document we deliver against; please check it carefully.

5.2 Principal or agent. For each supplier — venue, caterer, photographer, entertainer, hire company — we disclose whether we are contracting as principal or booking as your agent, as CPA section 27 requires. Where we act as agent, the supplier's terms provided to you before booking apply to that supplier's service, but we remain responsible for our own coordination and for anything we told you about the supplier.

5.3 Your responsibilities. You agree to give us accurate guest, venue, access, dietary, accessibility and safety information, and to obtain any approvals allocated to you in the event order (for example, a venue's permission for a specific activity).

5.4 Safety and conduct. Venue capacity, fire, liquor, food, noise, security and occupational health and safety rules must be followed by everyone present. We may stop an activity that is unsafe, without liability for avoidable loss caused by an unsafe instruction. Our Occupational Health and Safety Policy applies to every event we run, and a site-specific OHS plan is prepared for each venue.

5.5 Guest numbers. Final guest numbers are due by the date in your event order. Numbers may usually be increased subject to capacity and supplier availability; a reduction after the final-numbers date may not reduce catering or per-head charges already committed to suppliers.

5.6 Photography and privacy. Event photography, guest lists and recordings are processed with a lawful basis

and clear notice. Any use of images beyond documenting your event for you — in our portfolio or marketing — requires appropriate consent and releases, and you may opt out.

6. Travel bookings

6.1 We are an intermediary. Unless we expressly supply a component as principal, RVZ Travel acts as an intermediary arranging services from airlines, accommodation providers, car-hire and transport operators, tour operators and insurers. We disclose this, the identity of each supplier and our service fee before you book, as CPA section 27 and Regulation 9 require. The supplier's booking conditions, fare rules and cancellation penalties — which we provide to you before booking — apply to that component, subject always to the CPA.

6.2 Prices can move until confirmed. Fares, taxes, availability and exchange rates may change until ticketing or confirmation. We will obtain your approval before any material increase, and we identify our own service fee separately.

6.3 Traveller details. Please verify legal names exactly as they appear on passports or identity documents, dates of birth, routes, baggage, passport validity and contact details before we ticket. Airlines charge for name corrections and some do not permit them at all. We remain responsible for any error we introduce after you have approved correct details.

6.4 Travel documents. You are responsible for passports, visas, permits, vaccinations and entry requirements. We will not give misleading advice and will refer you to official sources; entry to any country remains at that government's discretion.

6.5 Cancellations and changes. Supplier penalties, fare rules and our disclosed service fees apply, subject to the CPA. We pass on a supplier refund promptly after we receive it, less only lawful, disclosed deductions. Where a fare is non-refundable under the supplier's rules, the CPA section 17 principle still applies to our own charges.

6.6 Disruption. We provide the assistance included in your booking service, but we do not control carrier cancellations, border closures, weather or industrial action. Additional rebooking work may be charged where disclosed and approved by you.

6.7 Insurance. Travel insurance is strongly recommended and may be required by a supplier. We do not provide insurance advice unless appropriately authorised under the Financial Advisory and Intermediary Services Act 37 of 2002.

6.8 Your data. Passport, itinerary, health, payment and emergency-contact information is shared only with the suppliers and authorities necessary for your booking, and transferred abroad only as POPIA section 72 permits; see our Privacy Policy.

7. Changes, postponement and force majeure

7.1 A change to a confirmed booking is effective when its scope, price and timing are agreed in writing. We will tell you of any supplier change fee before you decide.

7.2 Where an event or trip is affected by circumstances beyond both parties' reasonable control — natural disaster, epidemic, civil disorder, government action, carrier embargo or similar — we will first explore a reasonable postponement or substitute performance. If the affected part cannot be performed for more than 30 days, either party may terminate it, and you receive the refund the law requires after deduction only of lawful amounts for benefits already received and genuinely unavoidable commitments (Terms clause 22).

8. If we must cancel

8.1 If we cancel a confirmed booking for a reason within our control, we will refund everything you have paid in full, and you may claim any direct loss the law entitles you to. If a supplier cancels, we will assist you to obtain the supplier's refund and any compensation the supplier owes, and refund our own fees for the cancelled component.

9. Your information

9.1 The personal information you give us for a booking is processed as described in our Privacy Policy. Dietary and accessibility requirements are special personal information under POPIA and are used only to accommodate you.

10. Legal references

- Consumer Protection Act 68 of 2008 — ss 17 (consumer's right to cancel advance reservation, booking or order), 22 (plain language), 23 (price), 27 (disclosure by intermediaries), 47 (over-selling and over-booking), 49 (notice of certain terms) and 54 (quality of services); CPA Regulations, 2011, Regulation 9 (intermediaries).
- Electronic Communications and Transactions Act 25 of 2002 — s 44 (cooling-off for online service agreements).
- Protection of Personal Information Act 4 of 2013 — ss 26–27 (special personal information) and 72 (transborder flows).
- Occupational Health and Safety Act 85 of 1993 — ss 8 and 9 (duties to employees and to other persons), applied at event venues.
- Financial Advisory and Intermediary Services Act 37 of 2002 — the limit on travel-insurance advice.
- Master Terms and Conditions — clauses 4 (quotations), 5.3 (deposits), 9.9 (service cancellation), 22 (force majeure), Schedule 7 (Events, Weddings & Functions) and Schedule 8 (Travel).

These Booking Terms give effect to Schedules 7 and 8 of RVZ's Master Terms and Conditions and to the Consumer Protection Act as at the date shown above. They are not legal advice and do not reduce any statutory right.

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