



## CENTURION HIKING CLUB NPC

C 076 694 2202

E [info@centurionhikingclub.co.za](mailto:info@centurionhikingclub.co.za)

W [www.centurionhikingclub.co.za](http://www.centurionhikingclub.co.za)

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### CANCELLATION / REFUND POLICY

At Centurion Hiking Club, we strive to provide exceptional social, hiking and adventurous experiences while aiming to provide the best experiences for our club members. We understand that plans may change, and occasionally, cancellations and alternations are necessary for the club hikes/events.

By applying and/or registering and/or joining the hike and/or event WhatsApp group planned and arranged by the club, participants (members and non members) acknowledge and agree to abide by the terms and conditions outlined in this Cancellation and Refund policy.

To maintain transparency and fairness, we have established the following refund and cancellation policy:

#### 1. Cancellation by Participants:

- 1.1. If a participant (whether club member or non member) needs to cancel their participation for a scheduled hike and/or event, they must notify the club administrator via WhatsApp (076 694 2202) as soon as possible. Although participation may be cancelled at any time, refund and/or credit (if eligible) rules apply.
- 1.2. Cancellations made less than 48 hours before any hike and/or event or no-shows on the day of the hike and/or event will not be eligible for a refund nor a credit.



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### 2. Refund and/or Credit Eligibility:

#### 2.1. Day Hike / Event:

A refund and/or credit on confirmed bookings will be issued for cancellation made within the specified time frame (at least 48 hours before the hike/event), subject to the booking agent and/or venue cancellation policy fee as well as a club admin fee of R30 (thirty rand).

#### 2.2. Away Hike / Event:

Any cancellations made, regardless of the period of notice, will incur a club cancellation fee of 10% of the net amount (the total costs involved for your spot) of the hike and/or event *in addition* to the cancellation penalties imposed on the club by any and all of the **entities** involved in said hike and/or event.

#### 2.3. Reference to **entities**, include but is not limited to:

- the permit issuer and/or provider and/or booking agent and/or agent's cancellation and refund policy;
- the venue's cancellation and refund policy;
- the accommodation's cancellation and refund policy;
- the caterer's cancellation and refund policy;
- the events company / event coordinator's cancellation and refund policy
- the transport, shuttle, drop off and porter company's cancellation and refund policy; and
- the satellite hire company's cancellation and refund policy.



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### 3. Substitution/Replacement and Transfer:

- 3.1. Refunds and/or credit will be subject to finding a *suitable and approved substitution/replacement* by the club, and will only be considered once full payment for the hike and/or event is received by the said substitution/replacement and reflects in the club's banking account.
- 3.2. Should no suitable substitution/replacement be found, the participant (whether club member or non member) will remain liable for the net amount of the hike and/or event as set out above and no refund nor credit will apply.
- 3.3. Should a suitable and approved substitution/replacement be found and the above conditions met, the cancelled space will be transferred to the approved substitution/replacement. A club administration fee of R150 (one hundred and fifty rand) will apply and will be automatically deducted from your refund and/or credit amount.
- 3.4. It is the responsibility of the participant (club member and non member) to timeously email their full and correct banking details for a refund to the club at [finance@centurionhikingclub.co.za](mailto:finance@centurionhikingclub.co.za)
- 3.5. Once the club has confirmed eligibility, the refund will be made by the club via EFT (electronic fund transfer) within 30 (thirty) days from the date of the said substitution/replacement's payment reflecting in the club's banking account.
- 3.6. In the event that the credit is requested, an updated statement reflecting the credit will be sent to the participant (member or non member) within 30 (thirty) days from the date of the said substitution/replacement's payment reflecting in the club's banking account.



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#### 4. Cancellation or Postponement by Centurion Hiking Club:

- 4.1. In the rare event that the Centurion Hiking Club needs to cancel or postpone a scheduled hike and/or event due to unforeseen circumstances such as inclement weather, trail closures, insufficient participation etc., the participants (whether club member or non member) will be notified via the club's hike and/or event WhatsApp Group as soon as possible.
- 4.2. In such cases, participants will be notified of any penalties imposed by the **entities** (see and refer to paragraph 2.3.) involved in the hike and/or event on the club and same penalties will be applied to the participants. In addition, a club admin fee of R50 (fifty rand) per refund payment (if eligible) will apply.

#### 5. Hike / Event Alterations:

- 5.1. The Centurion Hiking Club reserves the right to modify and/or cancel and/or postpone any hike itinerary or route due to safety concerns, weather conditions, or other factors beyond the club's control.
- 5.2. The club will make reasonable efforts to provide alternative options and/or reschedule the hike and/or event. In such cases, the provisions contained in paragraph 4.2. above will apply.
- 5.3. In the event that a participant wishes to make an alteration to his or her spot, such as earlier arrival dates or a later departure date, for a hike and/or event that has already been booked and confirmed by the club, an administration fee of R60 (sixty rand) will apply.



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### 6. Non-Refundable Fees:

- 6.1. Some hikes and/or events may include non-refundable fees imposed by the **entities** (see and refer to paragraph 2.3.) on the club, which may include deposits, permit costs, transportation fees, and the club members and non members participating in those particular hikes and/or events will in turn not be eligible for any refunds nor credits.
  
- 6.2. In the event that a participant (whether club member or non member) fails to pay the full amount required to participate in the hike/event by the specified due date, the participant (whether club member or non member) will not be entitled to any refund for any amounts previously paid. Additionally, the participant (whether club member or non member) will remain liable for the full outstanding balance and agrees to pay any remaining amounts owed to the club. Failure to settle the outstanding balance may result in the participant (whether club member or non member) being barred from attending the hike/event and any other hikes/event, and the club reserves the right to pursue collection of the outstanding amounts through appropriate legal channels.

For any questions or further assistance regarding refunds and cancellations, please contact the club on 076 694 2202 or [info@centurionhikingclub.co.za](mailto:info@centurionhikingclub.co.za)

Centurion Hiking Club reserves the right to update or modify this policy at any time without prior notice. Any changes will be effective immediately upon posting on the club's website and/or other communication channels.