

RENNIES BCD SPORTS | TERMS & CONDITIONS

1. Contracting Parties

1.1 The customer is either:

- 1.1.1. a sub-agent who contracts with the Business (as defined in Clause 1.2),
- 1.1.2. on behalf of third-party travellers (the client/s of such sub-agent); or
- 1.1.3. a traveller/s, booking and contracting in his/her/its personal capacity, with the
- 1.1.4. Business (as defined in Clause 1.2); or a corporate or other entity booking and contracting in their capacity, with the Business (as defined in Clause 1.2).

Where a booking is made by a sub-agent, corporate entity, employer, representative or any person acting on behalf of a traveller or any third party ("Representative"), the Representative warrants that it has the authority to bind such traveller/third party to these Terms and Conditions and assumes full responsibility for the booking.

The Representative remains jointly and severally liable with the traveller/third party for all amounts due, cancellation fees, amendment fees, penalties, damages and obligations arising from the booking, whether or not such traveller/third party has separately accepted these Terms and Conditions.

For the avoidance of doubt, Rennies BCD Sports' contractual customer is the party reflected on the booking confirmation/invoice, and that party remains fully liable for all obligations herein.

1.2 "The Business" or "**Rennies BCD Sports**" shall mean **Rennies Travel (Pty) Ltd** trading as **Rennies BCD Sports**, and/or anyone acting for or on behalf of the Company, provided such person has been duly authorised and is acting within his or her scope of duty.

1.3 The Business carries on business under the regulations of the Association of South African Travel Agents ("ASATA"). It provides the customer with travel and other related services on behalf of principals and/or other agents engaged in, or associated with the Travel Industry, including airlines, tour operators, hotels, transfers and tourist activities ("the Supplier/s").

2. Exclusion of Liability, Supplier's Terms & Risk

2.1 The Business utilises the products of various travel suppliers ("the Tour").

2.2. While the Business makes every effort:

2.2.1 to engage quality suppliers among the airlines, hotels, tour operators and the service providers to provide the travel products making up the Package offered by Rennies BCD Sports; and

2.2.2. to ensure that the various services making up the Package will be carried out efficiently and as specified, it does not have direct control over the provision of services by suppliers and shall not be liable for any loss, damage, injury, additional cost, accident, delay, irregularity that may be occasioned by any error or default, act or omission of any supplier in carrying out the arrangements of the Package, or otherwise in connection therewith.

2.3. The Business accepts no liability for:

2.3.1. changes, omissions or delays before or during the Package stay occasioned by technical difficulties, weather conditions, communication breakdowns or events beyond the control of the Business;

2.3.2. any cancellation or curtailment of the Package as a result of the customer's personal circumstances, e.g., death or illness, "the Changed Circumstances Event/s".

All expenses occasioned by the Changed Circumstances Event/s, including but not limited to unscheduled extensions or curtailment of accommodation, changes to scheduled flights, additional airfares, telephone and meal costs, etc, will be for the customer's account.

2.4. Neither party shall be liable for failure or delay to perform obligations where such failure or delay is caused by circumstances beyond that party's reasonable control ("Force Majeure"). The affected party shall notify the other party as soon as reasonably practicable of the Force Majeure event, including the steps being taken to mitigate its effects. Where a Force Majeure event impacts a Package, the Business may, acting reasonably and having regard to supplier constraints, elect to:

- (a) reschedule services; and/or
- (b) provide a credit voucher; and/or
- (c) refund amounts actually recovered from suppliers, less any non-recoverable supplier costs and administration fees.

The customer acknowledges that many supplier services for major events are contracted on non-refundable terms.

2.5. Further to Rennies BCD Sports' cancellation policy in Clause 7, all bookings are further subject to the terms and conditions specified by the supplier of the services which make up the Package, including cancellation terms. The Business will provide on request, unless otherwise stated in the package or where legally obliged not to disclose such information, the identity of the supplier and such supplier's terms and conditions may include, but are not limited to, provisions regarding the cancellation fees or amendment fees applicable to confirmed reservations, refunds / no refunds for no-shows / unused services; late booking fees; baggage allowances; confirmation of flights, etc. For airlines, the general cancellation fee applicable to issued tickets is 100% (one hundred percent); the typical baggage allowance is 20kg; ticket validity extensions are not permitted, and the customer must reconfirm their flight within 72 hours before departure.

2.6. Save in the event of willful misconduct or gross negligence by the Business, neither the Business nor its holding or parent company or representatives shall be liable for any loss, injury, death or damages arising from the Package.

2.7. To the maximum extent permitted by law, the Business shall not be liable for any indirect, special, consequential or punitive damages, loss of profits, loss of revenue, loss of reputation, or business interruption arising from or relating to any booking, Package or services. The Business' total aggregate liability (where liability cannot lawfully be excluded) shall be limited to the total service fees actually received by the Business in respect of the booking (excluding amounts payable to suppliers).

2.8. The Business will not be responsible for any charges that appear on a traveller's credit card not levied/effectuated directly by the Business (e.g., credit card charges by a hotel), nor will it accept responsibility for having any of these charges reversed or corrected upon the traveller's return to his/her country of departure/final destination.

2.9. Where the customer books travellers who are members of the customer's group, including but not limited to family members or minor children, the customer in question, in booking, indemnifies and holds the Business harmless against all claims for damages, loss, injury or expense, which any such member of the group may claim against the Business if such claim is excluded under the terms and conditions set out herein. This indemnity shall be binding on the estate of the customer who so indemnifies the Business.

3. Quoted Prices & Price Variations

3.1. Current prices and services are detailed on the rates provided, as contracted, and are quoted in South African Rands unless otherwise stipulated. Rennie's BCD Sports expressly reserves the right to amend price quotations in the event of unforeseen increases in supplier tariffs, taxes or other Government levies, tourism levies, fuel prices, other taxes of whatever nature or other factors beyond its control.

3.2. All rates are calculated inclusive of VAT (where applicable).

3.3. All quotations are valid only to the expiry date stated in the quotation (2 days from issue of quote in the case of RWC2027). Flight quotes have a shorter validity period, as detailed in the quote. All quotes are subject to adjustment if the services quoted are not available at the time of booking. Quotations are based on itineraries and requirements specified by the customer. Upon acceptance, any amendments requested by the customer or traveller, which incur extra costs, are for the customer or traveller's account.

3.4. The Business reserves the right to adjust prices, on expiry of any period of validity of a price schedule/quote issued by the Business, by way of a revised price schedule/quote, in accordance with, e.g., increases in airfares, hotel rates, transport costs and currency fluctuations.

3.5. Airfares are subject to the prices and conditions quoted by the airlines and cannot be guaranteed by the Business. Packages include a standard net airfare provided by the respective airline. Such airfares exclude airport taxes and fuel surcharges as levied by the airlines.

3.6. Terms and conditions, including any exclusion of bookings or discounts applicable to minor children, are as set out in the specific price schedule or quote.

3.7. Prices set out in the price schedule/quote do not include any items or services not specified therein. Typical items not included may be a tour guide, airport taxes, costs of obtaining visas and passports, telephone calls, laundry, entertainment arrangements, gratuities and portage, meals and beverages, or any other item not specified.

3.8. In the event of any conflict between these terms and conditions and the Business booking confirmation terms and conditions, these terms and conditions shall prevail.

4. Reservations

4.1. The Business does not accept any legal or contractual obligations in relation to conditional booking requests. A quotation does not constitute a "binding offer" from the business, neither as to pricing nor availability. All Packages are subject to availability and are not guaranteed. These packages or any variation thereof are subject to Rennie's BCD Sports's minimum package conditions as stipulated in the booking confirmation.

4.2. Once the customer makes a booking request to the Business, whether telephonically or by email, the Business shall forward a written quotation of the booking by email.

4.3. On transmission of the Business confirmation of booking:

4.3.1. A binding contract between the customer shall result on the terms and conditions set out herein, read together with the relevant pricing schedule and/or quote and/or

brochure itinerary and/or Business confirmation of the booking; and

4.3.2. The customer shall be liable to pay the tour price as set out in the Business confirmation of booking (or the price schedule/quote applicable to such reservation).

5. Booking Conditions

5.1. Rennies BCD Sports shall not be liable for any loss, damage or expenses of any nature, whatever is suffered by the customer or any traveller arising from:

5.1.1 The loss of or any property damage.

5.1.2 Sickness, weather conditions, war, riots, and/or any other cause of any nature whatsoever.

5.2. The Business reserves the right to alter or substitute routes, meals, accommodations, itineraries, tours, services, vehicles and/or other arrangements should conditions necessitate. The Business will use reasonable endeavours to provide a substitute of a reasonably comparable standard; however, availability constraints may require higher- or lower-category substitutions. Any substitutions shall not entitle the customer to cancel without applicable cancellation charges.

5.3. Rennies BCD Sports reserves the right to request traveller "proof of residence", where the package purchased by any party is subject to territorial restrictions.

6. Payment and Penalty Fees

6.1. Payment shall be due and payable by the customer on or before the time periods set out in the specific business booking confirmation.

6.2. Unless the booking confirmation specifies otherwise, payment terms are as follows:

6.2.1. 100% of the package's total value is due within 5 business days of receiving an invoice from Rennies BCD Sports.

6.2.2 Bookings are not confirmed until Rennies BCD Sports has received the applicable deposit payments.

6.2.3 The Business payment terms specifically for the **Men's Rugby World Cup Australia 2027** event are as follows:

- 20% on confirmation of booking
- 40% on 1st October 2026
- 40% on 1st April 2027

6.3. Payment method is via electronic funds transfer into the Rennies BCD Sports (as per the banking details reflected on the invoice). Bank charges on foreign currency deposits will be for the customer's account. Should payment be made by credit card, a 3% facilitation fee will be applied to the amount paid.

6.4. Where payment is made by credit card or any electronic payment method, the customer warrants that it is authorised to use the payment method.

6.5. Any chargeback, payment reversal, reversal request, or disputed card transaction shall constitute a material breach of these Terms and Conditions.

6.6. The customer remains liable for the full outstanding balance (including supplier charges already incurred), and the Business reserves the right to immediately suspend services, cancel bookings, and recover amounts due together with interest and recovery costs.

6.7. Interest at 2% above the current prime bank overdraft rate will automatically be charged on all overdue amounts.

6.8. In relation to all time periods stipulated for payment in the specific booking confirmation, time shall be of the essence, and the Business shall be entitled to cancel any reservation where payment (including deposits) has not been made by the due date.

6.9. Documentation and vouchers will only be sent to the customer on receipt of payment in full and completed booking forms and travel declarations (if applicable) by the Business.

6.10. The Business reserves the right to charge a booking fee and/or a handling fee, which will be included in the total price.

6.11. Notwithstanding anything to the contrary herein, the customer shall be obliged to pay the Business the whole of the outstanding balance of its debt, together with accrued interest thereon, immediately. The Business shall be entitled to proceed for the immediate recovery thereof without prior notice to the customer and without prejudice to the Business's other rights in law and/or without prejudice to any claims which the Business may have against the customer arising from any breach of these terms and conditions or any booking, should:

6.11.1. The customer fails to pay any amount due by the customer to the Business in terms of this agreement on the due date for payment thereof; or

6.11.2. The customer fails to have any judgment granted against it set aside within 14 (FOURTEEN) days after the date on which any such judgment is given against the customer; or

6.11.3. The customer breaches any material terms hereof; or

6.11.4. The customer compromises or attempts to compromise with any of its creditors; or

6.11.5. The customer commits any act which, if committed by an individual, would constitute an act of insolvency; or

6.11.6. The customer is placed in liquidation or judicial management or being wound up, whether provisionally or finally and whether voluntarily or compulsorily.

7. Cancellation & Amended Booking Fees

7.1. Should the booking be cancelled for any reason whatsoever, partially or in full, by or on behalf of the customer, the following cancellation fees will be due and payable. All cancellations must be made in writing and shall be effective only on the date on which Rennies BCD Sports receives the written notice of cancellation.

7.1.1. The Business cancellation charges specifically for the **Men's Rugby World Cup Australia 2027** event are as follows: if a booking is cancelled:

i. Upon Confirmation: First Deposit of 20% once paid is non-refundable.

ii. 1st October 2026: the additional 40% deposit is non-refundable to the extent that it has been paid to suppliers and/or is non-recoverable from suppliers. Any recoverable portion shall be refunded less supplier penalties and the Business's administration/handling fees.

iii. 1st April 2027 40% Final / Balance of payment once paid is non-refundable. The customer acknowledges that, due to the nature of major sporting events, supplier cancellations may attract 100% cancellation penalties, and the customer shall remain liable for such charges.

7.1.2. Any further special cancellation charges that, e.g., may apply for peak periods, as is set out in the Business booking confirmation (which shall take precedence and

substitute the cancellation charges due in terms of Clause 7.1.1).

7.2. Amendments and all cancellations en route must be made with the Business directly. The customer shall be liable for all costs (including repatriation and the Business's administrative fees incurred due to any en route cancellations by the customer, including, but not limited to, cancellations due to ill health or injury).

7.3. No refunds will be made for no-shows, or any unused services, irrespective of whether they form part of the basic inclusive tour price, or whether they are in respect of pre-booked or optional arrangements.

8. Issuing Sports Tickets

Sports tickets are electronic tickets and are strictly controlled. Tickets are issued subject to the terms and conditions of the official event organiser and/or authorised ticket distributor. In the case of the Men's Rugby World Cup Australia 2027, the ticket specific terms and conditions can be viewed here <https://www.renniesbcdtravelsa.com/rwc-2027-australia/>

Official Rugby World Cup 2027 Ticket Terms and Conditions

By accepting these Terms and Conditions, the Customer and each Traveller expressly acknowledges and agrees that all Match Tickets and any services relating to the Men's Rugby World Cup Australia 2027 are issued strictly subject to the Official Ticket Terms and Conditions issued by World Rugby Events DAC and/or its authorised ticketing agents ("Official Ticket Terms").

The Official Ticket Terms form an integral and binding part of this agreement and are incorporated herein by reference, whether or not the Customer or Traveller has separately reviewed them.

Any breach of the Official Ticket Terms by the Customer or any Traveller may result in cancellation or invalidation of tickets and associated services without refund, in accordance with the Official Ticket Terms.

Tickets are non-refundable and may be non-transferable and/or subject to strict name and identification controls. Any permitted changes (including name changes or re-issues) are strictly subject to Ticket Terms, may not be possible, and may incur additional supplier charges. E-tickets are generally issued close to the event date and may only be sent within five (5) days prior to the sporting event, subject to supplier release timelines.

The Business shall not be liable for any refusal of entry, invalidation of a ticket, or restriction imposed by event organisers or authorities due to identification, ticketing controls, or breach of Ticket Terms by the customer/traveller.

9. Changes to Hotels, Coaches, Vehicles & Other Services

9.1. The products and services included on all booking itineraries are subject to availability. The Business reserves the right to substitute hotels, coach operators, or other services listed with others of the same or next available higher or lower category, at no additional cost to the traveller, even after commencement of the tour.

9.2. The Business reserves the right to use smaller or larger vehicles on tours should final traveller numbers justify such a change.

10. Child Policy

10.1. A child 12 years and older will be charged the full applicable adult per-person rate on all services provided.

10.2. There is no discount for children on Sports Tickets. One ticket will be required for each person, regardless of age.

10.3. There is no discount for children booked on tour transfers.

11. Accommodation

Unless specifically stated otherwise, all accommodation is based on 2 (two) people sharing a twin-bedded or double room on a bed and breakfast basis. Restrictions on the number of adults and/or children per room are as stated in the specific quotation or supplier's terms and conditions, which restrictions are available on request. Specific room/bed requests are subject to availability and additional costs at the time of enquiry.

12. Transportation

Transportation is in air-conditioned coaches, touring vehicles, minibuses, and sedans, or by rail or underground rail, as appropriate to the requirements of the Transfer or Tour. Rennie's BCD Sports reserves the right to use smaller vehicles should the number of participating passengers reduce sufficiently to warrant this.

13. Special Requests

Special requests must be made at the time of booking. The Business will endeavour to comply with special requests at the traveller's cost, but cannot guarantee that such requests will be met.

14. Travel Documents, Passports, Visas, Vaccinations, Inoculations and Re-entry Permits and International Driver's Licenses

14.1. All travellers will be personally responsible for ensuring that they have and have complied with:

14.1.1. the correct travel documentation, including passports valid for the minimum period after the tour, required by law in each country the traveller will visit;

14.1.2. the correct visas/re-entry permits, valid for the countries visited - the visa costs incurred are for the passenger's own account; and

14.1.3. health, foreign exchange and other legal requirements

14.2. The Business shall not be responsible for any consequences whatsoever should the traveller fail to ensure that he/she has complied with the necessary health, passport, visa, re-entry permits, or other legal requirements. The Business shall not be responsible or liable for any information which it or its representative may furnish to the traveller in relation to the above. The onus shall always remain on the passenger to ensure compliance with such requirements.

14.3. If a traveller intends to drive a rental car, he/she should obtain an international driving permit from his/her local transport authority. The traveller must also have their local driving license and present it at the car rental check-in counter.

15. Insurance

15.1. All travellers are advised to take out comprehensive travel insurance. The onus falls on the customer to ensure that the cover is adequate for their requirements. Customers should familiarise themselves with any exceptions and conditions as may be imposed by the Insurance Company or Underwriters issuing the policy.

15.2. The Business shall not be responsible or liable:

15.2.1. for any information which it or its representatives furnishes in relation to travel insurance; or

15.2.2. for filing/prosecuting a claim on the traveller's behalf against any insurer/underwriter who has issued a policy to the traveller; or

15.2.3. for any claim disputed and/or rejected by the insurers

16 Interpretation, Law Applicable and Jurisdiction

16.1. Words implying the singular shall include the plural and vice versa, words importing one gender shall include any other and reference to natural persons shall include legal entities and vice versa.

16.2. The law of the Republic of South Africa (where applicable) shall govern the relationship between Rennies BCD Sports and the traveller/s or sub-agent, and the courts of the Republic of South Africa (where applicable) shall have sole jurisdiction in respect of any claims and/or disputes which may arise between Rennies BCD Sports and the traveller/s or sub-agent.

16.3. Should any dispute of any nature whatever arise from or in connection with these terms and conditions and any contract concluded by the customer with the Business, then at the election of any party, such dispute shall be finally resolved in accordance with the rules of the Arbitration Foundation of Southern Africa ("AFSA") by an arbitrator or arbitrators appointed by AFSA. The customer by its/his/her signature hereto expressly consents to any arbitration in terms of the aforesaid rules being conducted as a matter of urgency and irrevocably authorises the Business to apply, on behalf of all parties to such dispute, in writing, to the secretariat of AFSA in terms of Article 23(1) of the aforesaid rules for any such arbitration to be conducted on an urgent basis.

16.4. Either party may appeal the decision of the arbitrator or arbitrators in terms of the AFSA rules for commercial arbitration.

16.5. Nothing herein contained shall be deemed to prevent or prohibit either party from applying to the appropriate court for urgent relief or for judgment in relation to a liquidated claim.

16.6. Any arbitration in terms of this Clause 16 shall be conducted in camera, and the parties shall treat as confidential and not disclose to any third-party details of the dispute submitted to arbitration, the conduct of the arbitration proceedings or the outcome of the arbitration, without the written consent of the other party.

16.7. The provisions of this arbitration clause shall survive termination or cancellation of any booking or contract concluded by the customer with the Business.

16.8. These terms and conditions reflect the whole agreement between the customer and the Business, and any variation and/or amendments thereof shall not be valid unless agreed to by the Business in writing.

17. Responsibility

Rennies BCD Sports accepts no liability for the death of, or injury to, loss and/or damage to any person and/or property arising out of any act or omission of Rennies BCD Sports, any servant or agent of Rennies BCD Sports or any 3rd party/sub-contracted supplier, whether because of negligence or otherwise.

18. General Terms

18.1 The Business shall not be bound by any representation, warranty, promise or the like not recorded herein or agreed to by it in writing. No representation, term, warranty or condition, express or implied, shall be or have been made or agreed or implied by reference to any other writing, advertisement or conversation.

18.2 No indulgence, which the Business may grant to any party, shall constitute a waiver of any of the rights of the Business, who shall not thereby be precluded from exercising any rights against the customer and/or the traveller which may have arisen in the past or which might arise in the future.

18.3 Each term or condition of these terms and conditions shall be separate and separately enforceable from the other terms and conditions herein. It shall in no way be limited or restricted by reference to or inference from any other terms or conditions. If any term or condition herein shall be found to be illegal or unenforceable, then the remaining terms and conditions hereof shall be and remain binding.

18.4 The customer shall be solely responsible for ensuring that he/she is physically and mentally capable of undertaking the journey and participating in the activities that constitute the tour itinerary.