



Terms and Conditions

Tickets are issued subject to the terms and conditions set out below. The passenger, by purchasing a ticket, confirms that he/she accepts and understands the terms and conditions and that he/she is aware of all conditions of carriage of the bus services.

Tickets

Tickets are not transferable. Passengers must ensure that all the information is correct when purchasing a ticket. Any alteration to a ticket will render it invalid. Right of admission reserved.

Departure Time

Passengers are requested to be at the boarding location an hour before departure time.

Should one be left behind due to not arriving at their boarding point in time, no refund and or re-book will be allowed.

Smoking and Alcohol

Strictly no use of any illegal substances, consumption of alcohol or smoking on the bus.

We have the right to refuse to service or load any passenger under the influence of alcohol or any illegal substance. Should any person violate the terms and conditions regarding consumption of alcohol or smoking, they will be disembarked immediately at the next safe area.

Fare

Fares can change anytime without notice ticket prices may vary based on date / place of purchase.

Always confirm your ticket fare when finalizing your transaction.

Refund / Re-bookings

No Refunds are allowed.

Change of dates or re-book may be allowed in exceptional circumstances and may incur a penalty fee of 50% or more, based on the original ticket value.

Change of dates or re-book must be requested 24hours before departure and may be granted only on the discretion of the operator should the customer provide mitigating factors.

Refund /Re-book after departure is strictly not allowed.

Luggage

Luggage will be charged separately at the operator's offices or bus.

Any luggage items will be transported at the owner's risk.

Best Express Logistics will not be liable and no refund will be provided for any lost or damaged luggage items.

Children

No children under the age of 12 years will be allowed to travel without an accompanying adult.

Children under the age of 3 years travel for free if not occupying a seat.



Loyalty

Customers can claim 1 free booking for every 5 bookings with us.

To claim this offer, the customer must produce the 5 previous tickets which will be verified and confirmed at our offices.

Available Amenities

Reclining seats

USB charging

WIFI available in South Africa only

Air Conditioning

Refreshments/Refreshment stops

We offer cold drinks for refreshments

There are designated refreshment stops

Pregnant passengers

Passengers that are more than 7 months pregnant are not allowed to travel on the bus.

This is a precautionary measure to ensure adherence to safety standards.

Passengers with disabilities

Passengers with disabilities should arrange in advance in order for necessary accommodations to be made.