



1. Third-Party Supplier Policy

1.1 Third-Party Operators

- Cape Car Tours acts as an independent private tour operator and arranges visits to wineries, restaurants, attractions, museums, gardens, nature reserves, and other venues operated by independent third-party businesses and organisations.
- Cape Car Tours does not own, manage, or control these establishments and cannot guarantee the continued availability of their products or services.
- Accordingly:
Closure or Service Interruption: Cape Car Tours shall not be held responsible where any third-party supplier is temporarily or permanently closed, experiences operational difficulties, staff shortages, maintenance work, private events, adverse weather conditions, licensing issues, force majeure or any other circumstance beyond our reasonable control.
- Where reasonably possible, Cape Car Tours will endeavour to substitute an alternative venue of a similar standard; however, this cannot be guaranteed.

1.2 Third-Party Rules

- Guests acknowledge that each venue operates according to its own policies, rules, regulations, and health and safety requirements.
- Guests agree to comply with all reasonable instructions issued by the management or staff of each venue visited during the tour.
- Cape Car Tours accepts no responsibility for any guest being refused entry or removed from a venue due to non-compliance with that venue's rules.

1.3 Changes to Products and Services

Guests acknowledge that the following may change without prior notice:

- Opening and closing hours;
- Wine tasting experiences and tasting selections;
- Restaurant menus;
- Picnic offerings;
- Entry fees;
- Admission policies;
- Seasonal activities;
- Operating days;
- Venue availability;
- Special events or private functions.

Such changes are made solely at the discretion of the respective third-party supplier.

Cape Car Tours cannot guarantee the continued availability of any advertised experience and shall not be liable for changes implemented by third-party suppliers.



1.4 Pricing and Entry Fees

- Unless specifically stated as included within the booked tour package, all tasting fees, entrance fees, meals, beverages and optional activities are payable directly to the relevant third-party supplier.
- Prices charged by third-party suppliers are determined solely by those suppliers and may change without notice.

1.5 Delays and Closures

- Cape Car Tours shall not be liable for delays, cancellations, reduced operating hours, overcrowding, venue capacity restrictions, road closures, power interruptions, equipment failures, weather-related disruptions or any other operational issue affecting a third-party supplier.
- No refund shall be payable where an itinerary is altered due to circumstances beyond the reasonable control of Cape Car Tours. Where practical, every reasonable effort will be made to provide a comparable alternative experience.

1.6 Quality of Third-Party Services

- While Cape Car Tours carefully selects reputable venues and service providers, it does not warrant or guarantee the quality, suitability or performance of any goods or services supplied by independent third parties.
- Any complaint relating to food, beverages, wine tastings, accommodation, attractions or services supplied by a third-party provider should be addressed directly with that supplier.