

Booking Policy

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Effective Date: 01-04-2025

Business Name: Ncokola.com

Website: Ncokola.com

1.

Booking Confirmation

- All bookings must be made through our official website, email, or via our authorized agents.
- A booking is only confirmed once full payment or a deposit (as stated for the specific service) has been received and a confirmation email or receipt has been issued.

2.

Payment Terms

- We accept secure online payments via Yoco and EFT.
- Full payment is required at the beginning of the service unless otherwise arranged.
- Deposits, if applicable, must be paid within [24 hours] of making the booking to hold your slot.

3.

Cancellations & Refunds

- Cancellations made more than [48 hours] in advance: Full refund (minus any transaction fees).
- Cancellations within [24–48 hours]: 50% refund.

- Cancellations less than 5 hours before the booking or no-shows: No refund.
- All refund requests must be made in writing to support@ncokola.com

4.

Changes to Bookings

- Booking changes are allowed up to [2 hours] before your scheduled service, subject to availability.
- Any changes requested after this period may not be accommodated and may result in cancellation charges.

5.

Late Arrivals

- Clients must be ready at the agreed time and location. Delays beyond [15 minutes] may result in cancellation without a refund or incur extra charges.

6.

Responsibility

- It is your responsibility to provide accurate contact and travel information during booking.
- We are not responsible for delays caused by incorrect information or external factors beyond our control (e.g., traffic, weather).

7.

Customer Conduct

- We reserve the right to refuse service to clients who are intoxicated, disrespectful, or pose a safety risk.
- Any damage to property or vehicles due to customer negligence will be charged to the customer.

8.

Contact Us

For questions, changes, or cancellations:

Email: support@ncokola.com

Phone: +27764395982