

Cancellation, Amendment & Refund Policy

How changes, supplier charges and refunds are handled

Effective date: 29 September 2026

Website: <https://seetheworld.co.za>

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1. Written requests

Cancellation or amendment requests should be submitted through an authorised See The World Travel channel so the date, instruction and booking reference can be recorded.

2. Supplier conditions

Airlines, accommodation, cruises, tours and other suppliers may apply lawful amendment, cancellation or non-refundable conditions.

3. Agency fees

Any See The World Travel planning, amendment or cancellation fee must be disclosed before it is charged. This policy does not invent a fee amount where the company has not approved one.

4. Refunds

Where a refund is due, See The World Travel will communicate the expected amount, source and processing path. Supplier-controlled refund timing may be outside the agency's direct control.

5. Evidence

Relevant supplier confirmations, cancellation instructions and refund records should be retained with the trip record.

6. Consumer law

Cancellation and refund practices are subject to the Consumer Protection Act and other mandatory rights applicable to the transaction.

Authoritative references

Consumer Protection Act 68 of 2008

<https://www.gov.za/documents/consumer-protection-act>

Operational publication note: this document is maintained as part of the See The World Travel compliance framework. It should be reviewed when the business model, supplier arrangements, contact channels or applicable law materially change. It does not replace matter-specific legal advice where specialist advice is required.