

Version: April 2026

This Rebooking and Refund Policy sets out when Users may modify or cancel an Equipment Listing and when refunds may apply. It forms part of the Platform Terms and Conditions and applies to all Bookings made through the Platform.

A reminder: Our role is to facilitate the relationship between the **Lessor (equipment owner)** and the **Lessee** via the Platform.

1. Definitions

- 1.1. **"Business Day/s"** means any day other than a Saturday, Sunday, or official public holiday in the Republic of South Africa.
- 1.2. **"Booking/s" / "Lease"** means a binding agreement entered into between a Lessor and a Lessee for the use of Equipment through the Platform.
- 1.3. **"Booking Fee"** means the total amount payable by the Lessee for the rental period, excluding any applicable deposits.
- 1.4. **"Equipment"** means any machinery, tools, vehicles, or construction equipment listed for hire.
- 1.5. **"Equipment Listing" / "Listing"** means a description and offering of Equipment published by a Lessor on the Platform.
- 1.6. **"Lessor"** means a User who lists Equipment on the Platform for hire.
- 1.7. **"Lessee"** means a User who hires Equipment via the Platform.
- 1.8. **"Platform"** the software platform Hire24 makes available to enable you to access and use our Services.
- 1.9. **"Rental Period"** means the confirmed pick-up or delivery date and time of the Equipment until the agreed return date and time and includes any additional time during which the Equipment is retained by the Lessee beyond the agreed return date and time, whether authorised or unauthorised.
- 1.10. **"Refund"** means the repayment to the Lessee of all, or part of the rental amount paid for Equipment under a booking, excluding any Platform Service Fees, which are non-refundable unless otherwise required by applicable law.
- 1.11. **"Service Fees"** means the platform fees charged by Hire24.

2. Rebooking

- 2.1. **Lessee Initiated Changes:**
 - 2.1.1. Lessee may request to modify a booking (e.g. change dates, extend rental period, or swap equipment) through the Platform.
 - 2.1.2. All modifications are subject to:
 - 2.1.2.1. Lessor applicable policies and approval, and
 - 2.1.2.2. Equipment availability.
 - 2.1.3. If the Lessor approves:
 - 2.1.3.1. Any difference in Booking Fees must be paid by the Lessee before the modification is confirmed.
 - 2.1.3.2. A modified booking is treated as a new Booking for purposes of cancellation timelines.
 - 2.1.4. If the Lessor declines, the original booking remains in force.
- 2.2. **Lessor Initiated Changes:**
 - 2.2.1. Lessors may request a modification only where reasonable grounds exist (e.g. mechanical failure, unreturned equipment, safety concerns).
 - 2.2.2. **The Lessee may:**
 - 2.2.2.1. Accept the modified Booking; or
 - 2.2.2.2. Cancel and request a refund (Hire24's/ the Lessors Cancellation and Refund Policy shall apply).

3. Cancellation and Refunds - Lessee

- 3.1. **Default Cancellation Policy**
 - 3.1.1. Unless the Lessor selects a stricter cancellation policy, the following applies:

Cancellation Timing	Refund Amount	Platform Fee
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48+ hours before Booking	Full refund	Non-refundable
24–48 hours before Booking	50% refund	Non-refundable
Under 24 hours	No refund	Non-refundable

- 3.2. **Lessor Policies:** Lessors may choose to have their own Cancellation Policy, which will be shown to the Lessee at checkout and forms part of the booking contract.
- 3.3. **Exceptions and Full Refund Situations:** A Lessee is entitled to a full refund (including Service Fees) if:
- 3.3.1. *Equipment is not provided by the Lessor:*
 - 3.3.1.1. Lessor fails to deliver or make Equipment available at the confirmed time.
 - 3.3.2. *Equipment is materially different from the listing:*
 - 3.3.2.1. Examples: incorrect equipment model, reduced capacity, missing essential attachments.
 - 3.3.3. *Equipment is unsafe or unfit for purpose:*
 - 3.3.3.1. Serious mechanical issues;
 - 3.3.3.2. Non-operational equipment; and
 - 3.3.3.3. Safety risks.
 - 3.3.4. *Booking is cancelled due to Force Majeure:*
 - 3.3.4.1. As defined in the Platform Terms (e.g., natural disaster, government restrictions).
- Lessee must notify the Platform within 4 (four) hours of acceptance/delivery/pickup of the Equipment, submit evidence (photos, videos, explanation), and must not use the Equipment.**

4. Cancellations and Refunds – Lessor

- 4.1. **Lessor-Initiated Cancellation:** If a Lessor cancels a booking:
- 4.1.1. *Lessee receives a full refund, including Service Fees.*
 - 4.1.2. *The Lessor may incur penalties under the Platform Terms (e.g., reduced listing visibility, financial penalties, or temporary suspension).*

5. Deposits and Damage Charges

- 5.1. **Security Deposits:** Where a security deposit applies:
- 5.1.1. *Security Deposits are collected from the Lessee at the time of the Booking and is held by Hire24 on behalf of the Lessor.*
 - 5.1.2. *Refunds are processed (fully or partially to the Lessee) within 5 - 7 Business Days after Equipment is returned to the Lessor, if no claim is made.*
 - 5.1.3. *Deductions may be made for:*
 - 5.1.3.1. Damage beyond normal wear and tear;
 - 5.1.3.2. Missing parts or attachments;
 - 5.1.3.3. Late return charges; and
 - 5.1.3.4. Excessive cleaning costs.
- 5.2. **Disputes:** If the Lessee disputes a deduction:
- 5.2.1. *[They must submit a dispute within 48 (forty-eight) hours of the deduction notification to the Lessor by logging a ticket via the Platform.]*
 - 5.2.2. *Final resolution lies between the Lessor and Lessee, subject to applicable law.*

6. No Show Policy

- 6.1. If the Lessee fails to collect or receive the Equipment at the scheduled time without prior cancellation:
- 6.1.1. *The Booking will be marked as a No-Show.*
 - 6.1.2. *No refund will apply.*

7. Refund Processing

- 7.1. Refunds are paid to the original payment method.
- 7.2. Processing time may take up to 10 (ten) Business Days, depending on the payment provider.

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7.3. Hire24 is not responsible for delays caused by banks or third-party payment gateways.

8. Abuse of this Policy

- 8.1. Users who misuse the refund or rebooking system (e.g. repeated false claims) may face:
- 8.1.1. *Account suspension;*
 - 8.1.2. *Loss of refund privileges; or*
 - 8.1.3. *Legal action where applicable.*

9. Contact Us

For assistance with cancellations, rebooking's, or disputes, Users may contact:

Email: support@hire24.co.za or go to our [website](#).