



SOUTH AFRICAN NATIONAL PARKS

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TERMS & CONDITIONS VALID FROM 1 NOVEMBER 2010 FOR RESERVATIONS FOR
GROUP & CONFERENCE ACCOMMODATION AND ALL PRE-BOOKED SERVICES.

A GROUP CONSTITUTES 10 OR MORE UNITS

CONSERVATION FEES AND COMMUNITY LEVIES ARE EXEMPT FROM
CANCELLATION FEE

PAYMENT CONDITIONS:

CASH CLIENTS

- 50% deposit of itinerary is payable 120 days after reservation is made longer than 6 months of arrival date. Final payment of 50% before 45 days of arrival date
- 50% deposit of itinerary is payable 14 days after reservation is made within 6 months of arrival date. **Final payment of 50% before 45 days of arrival date**
- A reservation made within the 60 day prior to arrival day period is payable within 7 days from the day the reservation is made
- A reservation made within the 30 day prior to arrival day period is payable within 24 hours
- Only Credit card payments accepted for reservations made 4 days of arrival.

CANCELLATION or PARTIAL CANCELLATION OF A RESERVATION

The following will be regarded as a cancellation of a reservation:

- in respect of any Group Reservation, failure to produce to SANParks a provisional confirmation 60 days (SIXTY DAYS) prior to Date of Arrival
- Cancellation of an entire reservation.
- Any change which results in the cost of the revised reservation being less than the original cost.

CANCELLATION FEE

- No charge for cancellation 46 days and more before arrival date.
- **50% of the total cost for cancellations between 45 days and 30 days prior to arrival date**
- **Cancellation fee equal to 100% (one hundred percent) of the total reservation cost is payable in the case of a Cancellation made between 29 (twenty nine) days prior to and date of Arrival;**
- 100% of the total cost for any non-arrival.
- A 24 hour release period **before** close of business without attracting cancellation fee is allowed.

- All reservations must be confirmed in writing by SANParks to be effective and the Tour Operator shall not confirm any reservation with any client prior to the receipt of such written confirmation.
- Any cancellation of a reservation must be confirmed in writing to the Tour Operator by SANParks.
- It is the responsibility of the Tour Operator to ensure that an updated confirmation form is received after any changes are made in the status of a reservation.
- All reservations are subject to the stipulations contained in the Protected Areas Act of 2003 and related regulations. South African National Parks reserves the right to change any tariffs, services or rules without prior notification.