



SOUTH AFRICAN NATIONAL PARKS
Address: PO Box 787, Pretoria, 0001
Tel: +27 12 426 5025
Fax: +27 12 343 2006
E-mail:traveltrade@sanparks.org

TERMS & CONDITIONS VALID FROM 1 NOVEMBER 2009 FOR TOUR OPERATORS FOR RESERVATIONS LESS THAN 10 UNITS

ACCOMMODATION AND ALL SERVICES THAT CAN BE PRE-BOOKED CONSERVATION FEES AND COMMUNITY LEVY ARE EXEMPT FROM CANCELLATION FEES

PAYMENT CONDITIONS:

CASH CLIENTS

- Full itinerary payable 31 days prior to arrival date.
- Reservations made within the 30-day prior to arrival day period, payment within 24 hours.
- All reservations made within four days of arrival to be pre- paid by company credit card only
- **Only company cards are accepted for payment**

CANCELLATION OF A RESERVATION

The following will amount to a cancellation of a reservation:

- Entire cancellation of a reservation.
- Any modification, which results in the amount of the revised reservation being less than the original booking.

CANCELLATIONS

- No charge for cancellation 30 days and more before arrival date.
- 50% of the total cost for cancellations between 29-15 days before arrival date.
- 100% of the total cost for cancellations between 14 -0 days and on arrival date.
- 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 are subject to the stipulations contained in the National Parks Act of 1976 and related regulations. The South African National Parks retain the right to change any tariffs, services or rules without prior notification.