

SANPARKS WILD CARD PROGRAMME

Frequently Asked Questions



Using the card at parks

How will I gain access to parks while waiting for my new card to arrive?

You will be issued with a new *Wild Card* number, on a voucher or receipt, which you need to present at the parks / reserves, with valid proof of identification.

Can I use my ID to gain entry to parks?

You have to show your id with your receipt or voucher and your *Wild Card* number, which will be verified.

No-one told me my *Wild Card* is not valid anymore. I'm now at the gate, are you going to let me in?

Your current *Wild Card* number will be verified against your id number, email address and or cell phone number. If no match is found, you will be requested to supply all your details, which will be verified on a database, and we will honour all valid *Wild Cards*.

If we are unable to locate your card, you will be required to purchase a new card. Having completed a query form, we will make every attempt to identify you as a loyal card holder, and will refund you, should your details be retrieved.

Does the all cluster *Wild Card* work at Ezemvelo KZN Wildlife parks?

Yes, but not all their parks. For a list of parks and reserves, go to www.wildcard.co.za.

If there is an error on my *Wild Card* (it does not reveal the number of persons covered by the *Wild Card* type, cluster or expiry date), who must rectify the situation?

Your current *Wild Card* details will be verified against a database. If there are discrepancies, will you be requested to supply your full details, which will be investigated by the *Wild Card* call centre.

Will I be able to redeem my Cashbacks at restaurants and shops in the parks?

Your Cashbacks can be redeemed through the infinity redemption partners. For more information, contact infinity at 086 123 4002

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We are international clients. How do we apply for a *Wild Card*?

You can buy a new *Wild Card* online or at one of the wild partner parks and reserves. It is however far better to purchase your new *Wild Card* online. Should you have any queries, please kindly contact us at +27 12 428-9111, or e-mail us on wildcard@sanparks.org

What does unlimited access mean?

If you have a valid *Wild Card*, are you entitled to unlimited access applicable to the type and cluster on your *Wild Card*, for 365 days a year, at all our partner parks and reserves.

How do I upgrade my *Wild Card*?

You can renew or purchase a new *Wild Card* online.

I intend to buy a *Wild Card* and want to know if i buy a *Wild Card* whether i could bring a friend along on the trip on that card?

You have to buy a couple type *Wild Card*, and your friend's details have to be captured and linked to the specific *Wild Card*, then your friend will be able to join you.

Should I purchase a *Wild Card* in advance and collect the card at the gate or would it be easier to buy at the gate on entry?

It is the best to buy or renew your *Wild Card* in advance online. This will ensure you have your new *Wild Card* number before you visit any of the wild parks and reserves, which will make verification quicker.

Can I link my accommodation reservation with my *Wild Card*?

In the future phases of the new *Wild Card* programme, this will be possible.