



SOUTH AFRICAN NATIONAL PARKS

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1. CONDITIONS FOR THE ACCEPTANCE OF PRIOR RESERVATIONS

SANP retains the right to change any tariffs, services or rules without prior notification. Should you wish to peg the price for the future bookings, full payment of the itinerary within 30 days from date of booking will secure the booked price provided no changes are made after payment is made.

The following conditions are only relevant to public reservations and not those made directly on the web via the online real time booking system (Refer to attached documentation)

THESE RULES ARE ALSO NOT APPLICABLE TO KRUGER WILDERNESS TRAILS (REFER TO ATTACHED DOCUMENTATION).

❖ **Deposit:**

- Reservations made 365 days in advance pay 33% within 30 days of making the booking.
- Balance (67%) is payable 30 days before arrival.
- Reservations made within 30 days pay 100% within 5 days of making the reservation.
- Reservations made within 5 days of arrival are to be paid within 24 hours.

❖ **Cancellations:**

- Percentage is calculated on the client's total reservation cost payable.
- Cancel within 30 to 15 days before arrival - 25%.
- Cancel within 14 to 7 days before arrival - 50%.
- Cancel within 6 days and less - 100%.

❖ **Modifications:**

- For downgrading of a reservation when a deposit has been paid, percentage is calculated on the difference:
- Modify within 30 to 15 days before arrival - 25%.
- Modify within 14 to 7 days before arrival - 50%.
- Modify within 6 days and less - 100%.
- When modifying the arrival date to an earlier date, no modification fees will be charged, unless the total cost is decreased and the arrival date before the modification fell inside the 30-day period.

POLICY ON CONCESSIONS FOR SOUTH AFRICAN NATIONAL SOCIAL PENSIONERS AND ALL PERMANENT RESIDENTS OF SOUTH AFRICA – 60 YEARS AND OLDER

SANParks offers a 40% discount on normal tariffs to the above persons provided the reservation is made in the name of the person who qualifies as a pensioner. Social pensioners are those receiving old age, family and disability allowances as well as blind persons. Concessions are applicable to the following:

- Addo National Park – Camping
- Augrabies Falls National Park – Camping & chalets
- Bontebok National Park – Camping & All accommodation
- Golden Gate Highlands National Park: Glen Reenen rest camp – Camping/Rondawels & Longdawels, Brandwag: Chalets only.
- Karoo National Park – Camping, chalets and 3 bed cottages. (Family Cottages Excluded)
- Kgalagadi Transfrontier Park – From 10 October 2006.
- Twee Rivieren & Mata Mata: All camping and accommodation.

- Nossob: All camping, Chalets and Family Cottages.
- Kruger National Park – Camping, Two, three, four & five bed bungalows (with 1 bedroom, Shower & toilet), four, five and six bed units at Bushveld Camps and Mopani.
- Marakele (all accommodation)
- Richtersveld – 6 Chalets at Sendelingsdrif (Richtersveld) Rest Camp.
- Mountain Zebra National Park – Camping & family cottages (Doornhoek excluded).
- Mapungubwe National Park - CO2P units at Leokwe camp & Mazhou camping site.
- Tsitsikamma National Park: Storms River Mouth rest camp- Camping & certain one-bedroom cottages / oceanettes and forest huts,
- Natures Valley Rest camp – Camping & forest huts
- Mokala National Park – Camping only at Haak-en-Steek camp
- Wilderness National Park – Camping & rondawels
- Concessions are granted during the following periods (dates inclusive):
15 January to 19 March 3 May to 14 June
20 August to 20 September 10 October to 1 December
- Concessions in the **Kruger, Marakele, Mokala & Bontebok National Parks** are NOT granted on Friday and Saturday nights and any long weekend.
- Concessions in the other Parks (as indicated above) are NOT granted during any long weekend.
- If a weekend is preceded by a public holiday falling on a Thursday or Friday, or followed by a Monday or Tuesday it will be recognised as a long weekend and not qualify for discount. This also includes the Sunday of that particular weekend.

TERMS & CONDITIONS

1. Proof of identification or proof of pension category must be given on arrival.
2. If an individual can prove that they have one of the following disabilities; blindness, deafness or are wheelchair bound who receive some sort of welfare pension, they will be considered for the concession and may apply in advance.
3. NO claims resulting from failure to produce the necessary documentation will be paid out at a later stage
4. No discount is offered on conservation fees meals or activities.
5. Couples are entitled to one unit per visit. The discount will apply to the unit tariff. In the case of additional persons, the full bed tariff will be applicable if that person does not qualify for the concession.
6. The discount in respect of camping, applies to the basic tariff as well as the per person tariff for those who qualify.
7. Any group of senior citizens must apply to the Director: Tourism Development & Marketing, P O Box 787, Pretoria 0001, beforehand in order to qualify for the 40% concession. Failure to do so will render the full amount payable. NO claims resulting from failure to produce the necessary documentation will be paid out at a later stage.

2. CONDITIONS FOR THE ACCEPTANCE OF PRIOR WEB RESERVATIONS MADE ONLINE THROUGH THE SANPARKS WEBSITE

Note that reservations made directly with SANParks, via telephone, e-mail, fax or in person at any of our Reservation Offices or Parks, are governed by different conditions to the below - kindly refer to the attached documentation.

- All reservations made online will require immediate and **full payment by credit card**. If this is not possible, please use one of the alternative booking methods.
- Amendments to reservations have to be processed directly with SANParks reservations. Note that any downgrading of a reservation made online will result in a forfeiture of reservation payments made that is equal to the difference in value of the reservation before and after you changed your booking.
- Cancellations of reservations have to be processed directly with SANParks reservations. Note that the cancellation of a reservation made online will result in a full forfeiture of all payments made for that reservation.
- For **activities**, please use one of the alternative booking methods.
- To book for **Wilderness trails**, please contact the Wilderness trails reservations office on ++27 12 426-5111
- All online reservations are processed at Standard Rates. South African Pensioners who would like to make use of specially reduced pensioner rates have to use of one of the alternative booking methods to make their reservations
- The reservation is only guaranteed once a confirmation e-mail is received.
- Resort Availability is recalculated on a daily basis. This process starts at midnight (South African time) and runs for approximately 2 hours. Unfortunately no bookings can be made while the process is running.
- **Wheelchair Friendly units** are kept on reserve to avoid their booking by guests who don't require their adapted facilities, so we are unable to put this function online until less than one month prior to occupation. Please contact reservations.
- SANP retains the right to change any tariffs, services or rules without prior notification.

For alternative booking methods, please visit: <http://www.sanparks.org/tourism/reservations/>

3. CONDITIONS FOR THE ACCEPTANCE OF PRIOR KRUGER WILDERNESS TRAIL & HOERIKWAGGO TRAIL RESERVATIONS

SANP retains the right to change any tariffs, services or rules without prior notification. Should you wish to peg the price for future bookings, full payment of the itinerary within 30 days from date of booking will secure the booked price provided no changes are made after payment.

○ Deposit:

- An initial deposit of 33% of itinerary to be paid 30 days from date of reservation.
- Balance is payable 91 days prior to arrival.
- Reservations made in the 166 day period prior to arrival – full cost to be paid 30 days from date of reservation.

○ Cancellations:

- Percentage is calculated on the client's total reservation cost payable.
- Cancel within 90 to 31 days prior to arrival – 50% forfeiture.
- Cancel within 30 days and less prior to or on arrival – 100% forfeiture.

○ Modifications:

- For downgrading of a reservation when a deposit has been paid, percentage is calculated on the difference:
- Decrease number of persons within 90 to 31 days prior to arrival – 50% forfeiture of the difference.
- Within 30 days and less prior to or on arrival – 100% forfeiture.
- Arrival date moved to an earlier date within 30 days and less prior to or on arrival – 50% forfeiture of the total cost.
- Arrival date moved forward within 90 to 31 days prior to arrival – 50% forfeiture of the total cost or
- Within 30 days and less prior to or on arrival – 100% forfeiture.