

## 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).**

There are no cancellation or modification fees charged on conservation fees but day permit booking fees are non refundable

**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 discounts on normal tariffs to the above persons provided the reservation is made in the name of the qualifying person. Social pensioners are those receiving old age, family and disability allowances as well as blind persons.

Concessions are not available on Friday and Saturday nights, nor any long weekends (*if a weekend is preceded by a public holiday falling on a Thursday or Friday, or followed by a public holiday falling on 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*). This applies for all National Parks.

### 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 and 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 Managing Executive: 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.
8. Tariffs and concessions are subject to alteration without advance notice.
9. Senior citizen discounts are not available to reservations made through the SANParks online reservations facility

### **Concessions are applicable to the following dates, parks, camps and accommodation types:**

(Fridays, Saturdays and long weekends excluded)

<i>PARK</i>	<i>15 January to 19 March</i>	<i>3 May to 3 June</i>	<i>20 August to 20 September</i>	<i>10 October to 30 November</i>
<b>CAMPING</b>				
<b>All National Parks</b>	40% on all camping	40% on all camping	40% on all camping	40% on all camping
<b>ACCOMMODATION</b>				
<b>Addo Elephant National Park</b>	<b>Matyholweni:</b> 20% on all accommodation <b>Narina:</b> 40% on all accommodation	<b>Matyholweni:</b> 40% on all accommodation <b>Narina:</b> 40% on all accommodation	<b>Matyholweni:</b> 40% on all accommodation <b>Narina:</b> 40% on all accommodation	<b>Matyholweni:</b> 20% on all accommodation <b>Narina:</b> 20% on all accommodation
<b>Augrabies Falls National Park</b>	40% on all accommodation	40% on all accommodation	20% on all accommodation	40% on all accommodation



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<i>PARK</i>	<i>15 January to 19 March</i>	<i>3 May to 3 June</i>	<i>20 August to 20 September</i>	<i>10 October to 30 November</i>
<b>Bontebok National Park</b>	40% on all accommodation	40% on all accommodation	40% on all accommodation	40% on all accommodation
<b>Golden Gate Highlands NP</b>	<b>Brandwag:</b> 40% on chalets <b>Glen Reenen:</b> 40% on rondawels & longdawels <b>Highlands Mountain Retreat:</b> 40% on all accommodation <b>Basotho Cultural Village:</b> 40% on all accommodation	<b>Brandwag:</b> 40% on chalets <b>Glen Reenen:</b> 40% on rondawels & longdawels <b>Highlands Mountain Retreat:</b> 40% on all accommodation <b>Basotho Cultural Village:</b> 40% on all accommodation	<b>Brandwag:</b> 40% on chalets <b>Glen Reenen:</b> 40% on rondawels & longdawels <b>Highlands Mountain Retreat:</b> 40% on all accommodation <b>Basotho Cultural Village:</b> 40% on all accommodation	<b>Brandwag:</b> 40% on chalets <b>Glen Reenen:</b> 40% on rondawels & longdawels <b>Highlands Mountain Retreat:</b> 40% on all accommodation <b>Basotho Cultural Village:</b> 40% on all accommodation
<b>Karoo National Park</b>	20% on chalets & CO3-cottages	20% on chalets & CO3-cottages	20% on chalets & CO3-cottages	20% on chalets & CO3-cottages
<b>Kgalagadi Transfrontier Park</b>	<b>Bitterpan:</b> 40% on all accommodation <b>Gharagab:</b> 40% on all accommodation <b>Grootkolk:</b> 20% on all accommodation <b>Kalahari Tented Camp:</b> 40% on all accommodation <b>Kieliekrankie:</b> 40% on all accommodation <b>Mata Mata:</b> 40% on all accommodation	<b>Gharagab:</b> 20% on all accommodation <b>Kalahari Tented Camp:</b> 20% on all accommodation <b>Twee Rivieren:</b> 20% on all accommodation	<b>Gharagab:</b> 20% on all accommodation <b>Twee Rivieren:</b> 20% on all accommodation	<b>Bitterpan:</b> 40% on all accommodation <b>Gharagab:</b> 40% on all accommodation <b>Grootkolk:</b> 20% on all accommodation <b>Kalahari Tented Camp:</b> 40% on all accommodation <b>Kieliekrankie:</b> 20% on all accommodation <b>Mata Mata:</b> 20% on all accommodation

<b>Concessions are applicable to the following dates, parks, camps and accommodation types:</b> (Fridays, Saturdays and long weekends excluded)				
<i>PARK</i>	<i>15 January to 19 March</i>	<i>3 May to 3 June</i>	<i>20 August to 20 September</i>	<i>10 October to 30 November</i>
	<b>Nossob:</b> 40% on chalets <b>Twee Rivieren:</b> 40% on all accommodation			<b>Nossob:</b> 20% on chalets <b>Twee Rivieren:</b> 20% on all accommodation
<b>Kruger National Park</b>	<b>Balule:</b> 40% on all accommodation <b>Bateleur:</b> 40% on all accommodation <b>Berg-en-Dal:</b> 20% on bungalows <b>Boulders:</b> 40% on bush lodges <b>Letaba:</b> 40% on bush lodge <b>Crocodile Bridge:</b> 20% on all accommodation <b>Letaba:</b> 40% on tents, huts & bungalows <b>Malelane:</b> 40% on all accommodation <b>Mopani:</b> 40% on all accommodation <b>Olifants:</b> 40% on bungalows <b>Orpen:</b> 40% on bungalows <b>Pretoriuskop:</b> 40% on huts and bungalows	<b>Bateleur:</b> 40% on all accommodation <b>Berg-en-Dal:</b> 20% on bungalows <b>Boulders:</b> 40% on bush lodge <b>Letaba:</b> 20% on tents, huts & bungalows <b>Malelane:</b> 20% on all accommodation <b>Mopani:</b> 40% on all accommodation <b>Olifants:</b> 20% on bungalows <b>Pretoriuskop:</b> 40% on huts and bungalows <b>Punda Maria:</b> 40% on tents and bungalows <b>Shimuwini:</b> 20% on all accommodation <b>Shingwedzi:</b> 40% on huts and bungalows <b>Sirheni:</b>	<b>Bateleur:</b> 20% on all accommodation <b>Berg-en-Dal:</b> 20% on bungalows <b>Boulders:</b> 40% on bush lodge <b>Letaba:</b> 20% on tents, huts & bungalows <b>Malelane:</b> 20% on all accommodation <b>Mopani:</b> 20% on all accommodation <b>Olifants:</b> 20% on bungalows <b>Pretoriuskop:</b> 20% on huts and bungalows <b>Punda Maria:</b> 20% on tents and bungalows <b>Roodewal:</b> 40% on bush lodge <b>Satara:</b> 20% on bungalows <b>Shimuwini:</b>	<b>Bateleur:</b> 40% on all accommodation <b>Berg-en-Dal:</b> 20% on bungalows <b>Boulders:</b> 40% on bush lodge <b>Letaba:</b> 20% on tents, huts & bungalows <b>Malelane:</b> 20% on all accommodation <b>Mopani:</b> 40% on all accommodation <b>Olifants:</b> 20% on bungalows <b>Orpen:</b> 40% on bungalows <b>Pretoriuskop:</b> 20% on huts and bungalows <b>Punda Maria:</b> 40% on tents and bungalows <b>Roodewal:</b> 40% on bush lodge <b>Satara:</b>



<b>Concessions are applicable to the following dates, parks, camps and accommodation types:</b> (Fridays, Saturdays and long weekends excluded)				
<i>PARK</i>	<i>15 January to 19 March</i>	<i>3 May to 3 June</i>	<i>20 August to 20 September</i>	<i>10 October to 30 November</i>
	<b>Punda Maria:</b> 40% on tents and bungalows <b>Roodeval:</b> 40% on bush lodge <b>Satara:</b> 40% on bungalows <b>Shimuwini:</b> 40% on all accommodation <b>Shingwedzi:</b> 40% on huts and bungalows <b>Sirheni:</b> 40% on all accommodation <b>Talamati:</b> 40% on all accommodation <b>Tamboti:</b> 40% on all accommodation	40% on all accommodation	20% on all accommodation <b>Shingwedzi:</b> 20% on huts and bungalows <b>Sirheni:</b> 20% on all accommodation	20% on bungalows <b>Shimuwini:</b> 40% on all accommodation <b>Shingwedzi:</b> 40% on huts and bungalows <b>Sirheni:</b> 40% on all accommodation <b>Tamboti:</b> 20% on all accommodation
<b>Mapungubwe National Park</b>	<b>Leokwe:</b> 40% on all accommodation <b>Limpopo Forest Tented Camp:</b> 40% on all accommodation <b>Tshugulu:</b> 40% on bush lodge	<b>Leokwe:</b> 40% on all accommodation <b>Limpopo Forest Tented Camp:</b> 40% on all accommodation <b>Tshugulu:</b> 40% on bush lodge	<b>Leokwe:</b> 40% on all accommodation <b>Limpopo Forest Tented Camp:</b> 40% on all accommodation <b>Tshugulu:</b> 40% on bush lodge	<b>Leokwe:</b> 40% on all accommodation <b>Limpopo Forest Tented Camp:</b> 40% on all accommodation <b>Tshugulu:</b> 40% on bush lodge
<b>Marakele National Park</b>	40% on safari tents	40% on safari tents	20% on safari tents	20% on safari tents
<b>Mokala National Park</b>	<b>Mosu:</b> 40% on all	<b>Mosu:</b> 40% on all	<b>Mosu:</b> 40% on all	<b>Mosu:</b> 40% on all

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<i>PARK</i>	<i>15 January to 19 March</i>	<i>3 May to 3 June</i>	<i>20 August to 20 September</i>	<i>10 October to 30 November</i>
	accommodation	accommodation	accommodation	accommodation
<b>Mountain Zebra National Park</b>	40% on cottages	40% on cottages	40% on cottages	40% on cottages
<b>Richtersveld National Park</b>	40% on all accommodation in Sendelingsdrif & Tatasberg	40% on all accommodation in Sendelingsdrif & Tatasberg	40% on all accommodation in Sendelingsdrif & Tatasberg	40% on all accommodation in Sendelingsdrif & Tatasberg
<b>Table Mountain National Park</b>	20% on Olifantsbos, Eland and Duiker cottages	40% on Olifantsbos, Eland and Duiker cottages	40% on Olifantsbos, Eland and Duiker cottages	40% on Olifantsbos, Eland and Duiker cottages
<b>Garden Route National Park</b>	<b>Nature's Valley:</b> 40% on forest huts <b>Storms River Mouth:</b> 20% on forest huts and certain cottages and oceanettes <b>Wilderness:</b> 40% on all accommodation	<b>Nature's Valley:</b> 40% on forest huts <b>Storms River Mouth:</b> 40% on forest huts and certain cottages and oceanettes <b>Wilderness:</b> 40% on all accommodation	<b>Nature's Valley:</b> 40% on forest huts <b>Storms River Mouth:</b> 40% on forest huts and certain cottages and oceanettes <b>Wilderness:</b> 40% on all accommodation	<b>Nature's Valley:</b> 40% on forest huts <b>Storms River Mouth:</b> 20% on forest huts and certain cottages and oceanettes <b>Wilderness:</b> 40% on all accommodation
<b>West Coast National Park</b>	40% on Jo-Anne's and Abrahamskraal cottages	40% on Jo-Anne's and Abrahamskraal cottages	40% on Jo-Anne's and Abrahamskraal cottages	40% on Jo-Anne's and Abrahamskraal cottages

## **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.