SOUTH AFRICAN NATIONAL PARKS
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TERMS & CONDITIONS VALID FROM 1 JANUARY 2013 FOR TOUR OPERATORS FOR ACCOMMODATION AND ALL SERVICES THAT CAN BE PRE-BOOKED
CONSERVATION FEES AND COMMUNITY LEVY ARE EXEMPT FROM CANCELLATIONS

RESERVATIONS LESS THAN 10 UNITS

PAYMENT CONDITIONS:

- A first deposit of 50% is payable 120 days after making the booking and the final 50% is payable 45 days before arrival.
- 50% deposit is payable 14 days after reservation is made within 6 months of arrival date, and the final 50% before 45 days of arrival.
- Reservation made within 45 days prior to arrival is payable within 24 hours from the day reservation is made.
- Only company credit card payments are accepted for reservations made within 4 days of arrival.
- This will affect all travel trade bookings made by registered tour operators where less than ten units are requested per booking.
- Only company cards are accepted for payment.

CANCELLATION OF A RESERVATION

The following will amount to a cancellation of a reservation:

Any change which results in the amount on the revised reservations being less than the original booking.

CANCELLATIONS

- No cancellation fee will be incurred for cancellations made after payment of first deposit up to and including 46 days prior to arrival.
- Cancellation fees equal to 50% of the total reservation cost is payable in a case of cancellation made between 45 days and 30 days prior to arrival.
- Cancellation fee equal to 100% of the total reservation cost is payable in a case of a cancellation made between 29 days prior to and date of arrival
- 100% of the total cost for any non-arrival/no-shows
- Reservation made within 45 days prior to arrival is payable within 24 hours from the day reservation is made.
- If the arrival date of the itinerary is postponed prior to or on date of arrival and then cancelled at a later stage, the fees that applied at the time of amendment will be enforced if the amount is greater than the new cancellation fees.
- Only credit card payments are accepted for reservations made within 4 days of arrival.

- 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 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.