



Non-Profit Org: 011-266 | Public Benefit Org: 930013787

SANWILD LODGE PTY LTD

BOOKING TERMS & CONDITIONS, PAYMENT, REFUND & CANCELLATION POLICY

These Terms & Conditions apply to accommodation and lodge bookings made with SanWild Lodge. By paying a deposit or confirming a reservation, the person making the booking confirms that they have read and accepted these terms on behalf of themselves and all guests included in the reservation.

1. BOOKING & CONFIRMATION

- All bookings are subject to availability.
- A **20% deposit** of the total booking value is required to secure a reservation.
- The booking will only be considered confirmed once the required deposit has been received and SanWild has issued written confirmation of the reservation.
- The person making the booking is responsible for ensuring that all information supplied to SanWild is correct and that all guests included in the booking are aware of these Terms & Conditions.

2. PAYMENT

- A **20% deposit** is payable when the booking is made.
- The remaining **80% balance must be paid no later than 28 days (4 weeks) before arrival**.
- Where a booking is made within 28 days of arrival, the **full booking amount is payable at the time of booking**.
- If the outstanding balance is not received by the due date, SanWild reserves the right to release the accommodation and treat the reservation as cancelled, after reasonable attempts have been made to contact the guest or booking agent.
- Any bank charges, international transfer fees or other payment-processing charges are for the guest's account unless otherwise agreed in writing.



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3. CANCELLATION POLICY

We understand that travel plans can change. However, SanWild Lodge has limited accommodation and cancellations, particularly at short notice, may result in accommodation remaining unoccupied after it has been reserved for a guest.

All cancellations must therefore be submitted **in writing**.

Our standard cancellation charges are:

More than 28 days before arrival

- 20% of the total booking value
- The booking deposit is retained as the standard cancellation charge. Any amount paid above the 20% deposit will be refunded, subject to applicable law.

15–28 days before arrival

- 50% of the total booking value
- Any amount paid above the applicable cancellation charge will be refunded.

8–14 days before arrival

- 75% of the total booking value
- Any amount paid above the applicable cancellation charge will be refunded.

7 days or less before arrival

- Up to 100% of the total booking value
- This also applies to cancellations on the scheduled day of arrival.

No-show

- Guests who fail to arrive without prior notification may be charged **up to 100% of the total booking value**.



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Cancellation charges will at all times be applied subject to applicable South African consumer protection legislation and the particular circumstances of the cancellation.

4. REFUNDS

- Where a refund is due in terms of this policy, it will be processed using an appropriate payment method after the cancellation has been confirmed.
 - Any non-recoverable bank charges, international transfer fees, currency conversion costs or third-party payment processing charges may be deducted from the refund where permitted by law.
 - Refunds will be calculated based on the amount actually received by SanWild and not on fluctuations in exchange rates between the date of payment and the date of refund.
 - SanWild will endeavour to process approved refunds within a reasonable period.
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5. DEATH OR HOSPITALISATION

Where a guest is unable to honour a booking due to the **death or hospitalisation of the person for whom, or for whose benefit, the booking was made**, the booking will be handled in accordance with applicable South African consumer protection legislation.

SanWild may request reasonable supporting documentation in order to process the cancellation.

6. CHANGES TO BOOKING DATES

We understand that circumstances sometimes require guests to change their travel dates.

Requests to move a booking to alternative dates will be considered subject to availability and at SanWild's discretion.

Where SanWild agrees to move a reservation:

- the new dates will be subject to availability;
- any increase in accommodation rates will be payable by the guest;



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- promotional or discounted rates may not necessarily transfer to the new dates; and
- the booking may only be moved once unless otherwise agreed in writing.

Where a requested date change cannot reasonably be accommodated, the standard cancellation terms may apply.

7. EARLY DEPARTURE, LATE ARRIVAL & UNUSED SERVICES

No refund will ordinarily be provided where a guest:

- arrives later than the confirmed arrival date;
- departs earlier than the confirmed departure date;
- chooses not to participate in an included activity;
- misses an activity or meal; or
- does not make use of accommodation or services that were reserved and available to them.

Any refund required by applicable law will nevertheless be honoured.

8. CANCELLATION OR CHANGES BY SANWILD

SanWild will make every reasonable effort to honour confirmed reservations.

In the unlikely event that SanWild is unable to provide the accommodation booked due to circumstances within SanWild's reasonable control, we will endeavour to offer the guest:

1. suitable alternative accommodation or alternative dates; or
2. a refund of the amount paid for the accommodation or services that SanWild is unable to provide.

SanWild will not be responsible for consequential expenses such as international or domestic flights, car hire, visas or other independently booked travel arrangements, except where liability cannot lawfully be excluded.



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9. FORCE MAJEURE & EVENTS BEYOND OUR CONTROL

SanWild is situated within a wildlife sanctuary and certain circumstances may arise that are beyond our reasonable control.

These may include, but are not limited to:

- severe weather or natural disasters;
- fire or flooding;
- disease outbreaks or epidemics;
- government restrictions;
- civil unrest or industrial action;
- interruption of essential services;
- road closures;
- wildlife emergencies;
- veterinary emergencies;
- security incidents; or
- other circumstances that could not reasonably have been anticipated or avoided.

Where such circumstances affect a booking, SanWild will make reasonable efforts to find a fair and practical solution, which may include rescheduling the booking, providing an alternative arrangement or issuing an appropriate refund or credit where required.

10. TRAVEL INSURANCE

We **strongly recommend comprehensive travel insurance** for all guests.

Travel insurance should, where appropriate, cover:

- trip cancellation or interruption;
- illness or injury;
- hospitalisation;
- medical emergencies;
- emergency evacuation;
- flight delays or cancellations;
- lost or delayed luggage; and
- other unforeseen travel disruptions.



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SanWild cannot accept responsibility for costs arising from a guest's failure to obtain appropriate travel insurance.

11. WILDLIFE SANCTUARY ENVIRONMENT

- SanWild Lodge is situated within a **working wildlife sanctuary**.
 - Guests acknowledge that staying in a wildlife environment is different from staying at a conventional hotel or resort.
 - Wild and potentially dangerous animals may occur within the greater sanctuary environment.
 - Guests must follow all instructions given by SanWild management, rangers and authorised staff.
 - Guests may not enter restricted areas, animal enclosures or operational sanctuary areas without permission and appropriate supervision.
 - Guests must not approach, touch, feed or interfere with any animal unless specifically authorised and supervised by SanWild staff.
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12. WILDLIFE SIGHTINGS

- SanWild cannot guarantee sightings of any particular species or individual animal.
 - Wildlife movements, weather, vegetation, animal welfare considerations and other natural factors influence sightings.
 - The absence of a particular wildlife sighting does not constitute grounds for a refund.
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13. ACTIVITIES & GAME DRIVES

Game drives, guided bush walks and other activities offered by SanWild are subject to availability and must be booked and confirmed in advance.

Payment (ACTIVITIES & GAME DRIVES)

- Unless otherwise agreed in writing, full payment is required to confirm a game drive, bush walk or other separately booked activity.



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- Payment may be made using the payment methods or secure payment links provided by SanWild.
- A booking is only considered confirmed once payment has been received and SanWild has confirmed the activity.

Cancellation by the Guest (ACTIVITIES & GAME DRIVES)

Because rangers, vehicles and other resources are allocated in advance, the following standard cancellation terms apply to separately booked activities:

- **More than 48 hours before the scheduled activity:** A full refund may be provided, less any non-recoverable transaction or payment-processing charges where permitted by law.
- **24–48 hours before the scheduled activity:** A cancellation charge of up to **50%** of the activity fee may apply.
- **Less than 24 hours before the activity or in the event of a no-show:** Up to **100%** of the activity fee may be charged.

Where reasonably possible, SanWild may offer the option to move the activity to another available date or time instead of cancelling it.

Cancellation charges will be applied subject to applicable South African consumer protection legislation and the circumstances of the cancellation.

Cancellation by SanWild (ACTIVITIES & GAME DRIVES)

- Game drives, bush walks and other wildlife activities are dependent on weather, wildlife conditions, animal welfare, ranger availability, vehicle availability and safety considerations.
- SanWild reserves the right to postpone, alter or cancel an activity where it reasonably considers this necessary for the safety of guests, staff or animals.
- If **SanWild cancels an activity and cannot provide a suitable alternative or reschedule the activity**, the amount paid for that activity will be refunded.

Weather Conditions (ACTIVITIES & GAME DRIVES)

- Activities will not automatically be cancelled because of light rain, cloud, heat or other normal seasonal weather conditions.
- The final decision on whether an activity can safely proceed rests with SanWild management or the ranger responsible for the activity.
- If SanWild determines that weather conditions make an activity unsafe and the activity cannot be rescheduled, the activity fee will be refunded.

www.sanwild.org | Office: +27 87 550 2989 | lizel@sanwild.org



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Late Arrival & No-Show (ACTIVITIES & GAME DRIVES)

- Guests should arrive at the designated meeting point at the time communicated by SanWild.
- Activities operate according to scheduled departure times and may not be delayed where doing so would affect safety, other guests or operational requirements.
- Guests who arrive too late to participate may be treated as a **no-show**, and no refund will ordinarily be provided.

Bush Walks

- Participation in guided bush walks is subject to the ranger's safety assessment.
- Guests must follow the ranger's instructions at all times and must disclose any relevant mobility limitations or other circumstances that could reasonably affect their ability to participate safely.
- SanWild reserves the right to refuse or discontinue participation where a guest's behaviour or circumstances create an unreasonable safety risk.

Indemnity

- Guests participating in game drives, bush walks or other wildlife activities may be required to complete SanWild's applicable indemnity documentation before participating.
- Payment for an activity constitutes acceptance of the applicable booking and cancellation terms, but does not replace any indemnity or safety documentation required by SanWild.

14. SAFETY & INDEMNITY

- Guests may be required to complete and sign SanWild's applicable **Indemnity and Media Consent Form** before participating in certain activities or entering designated areas.
 - Guests are required to comply with all safety instructions.
 - SanWild reserves the right to prevent a guest from participating in an activity where the guest's conduct presents a reasonable safety risk to themselves, other guests, staff or animals.
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15. CHILDREN & MINORS

- Parents or legal guardians remain responsible for the supervision, behaviour and safety of children and minors travelling with them.
 - Children must be supervised at all times where required due to the wildlife environment.
 - Age restrictions may apply to certain activities for safety reasons.
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16. CHECK-IN & CHECK-OUT

- Guests should adhere to the check-in and check-out times communicated in their booking confirmation.
 - Early check-in and late check-out are subject to availability and cannot be guaranteed.
 - Guests expecting to arrive substantially later than planned should notify SanWild as soon as reasonably possible.
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17. MEALS & DIETARY REQUIREMENTS

- Guests must advise SanWild of any dietary requirements or food allergies **before arrival**, preferably at the time of booking.
 - SanWild will make reasonable efforts to accommodate dietary requirements where advance notice has been provided.
 - Guests with severe or potentially life-threatening allergies should notify SanWild clearly before arrival.
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18. ALCOHOL & BEHAVIOUR

- Guests are expected to behave responsibly and respectfully towards other guests, staff, wildlife and SanWild property.
 - SanWild reserves the right to take reasonable action where a guest's behaviour is abusive, threatening, dangerous or seriously disruptive.
 - Guests must comply with instructions regarding alcohol consumption where safety around wildlife, vehicles or activities is concerned.
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19. DAMAGE TO PROPERTY

- Guests are expected to take reasonable care of their accommodation, lodge facilities and SanWild property.
 - Guests may be held responsible for the reasonable cost of repairing or replacing property that is deliberately damaged or damaged through negligence or misuse by themselves or members of their party.
 - Normal wear and tear will not be charged to guests.
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20. PERSONAL BELONGINGS

- Guests remain responsible for their personal belongings, valuables, travel documents and electronic equipment.
 - SanWild cannot accept responsibility for loss, theft or damage to personal belongings except where SanWild is legally liable.
 - Guests are encouraged to secure valuables appropriately and ensure that their travel insurance provides adequate cover.
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21. PHOTOGRAPHY & MEDIA

- Guests are welcome to take photographs for personal use, subject to SanWild's wildlife welfare, privacy and security requirements.
 - Photography or recording may be restricted in certain operational, security, veterinary or animal-care areas.
 - Commercial photography, filming, drone use or professional content production requires prior written permission from SanWild.
 - Images or information that could compromise the location, security or welfare of vulnerable animals may not be published where SanWild has specifically instructed guests not to do so.
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22. PRIVACY & PERSONAL INFORMATION

Personal information provided to SanWild may be used for purposes reasonably connected with the guest's booking and stay, including:



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- processing reservations and payments;
- guest communication;
- dietary and accommodation arrangements;
- safety and emergency planning;
- administration; and
- compliance with applicable legal requirements.

Personal information will be handled in accordance with applicable South African data protection requirements.

23. RATES

- Rates are quoted according to the accommodation, dates, number of guests and services specified in the booking confirmation.
 - Any additional accommodation, activities, transfers, beverages or other services requested by the guest that are not included in the confirmed rate will be charged separately.
 - SanWild reserves the right to amend its rates for future bookings.
 - Once a booking has been confirmed and the required deposit has been received, the confirmed rate will ordinarily be honoured unless the booking is subsequently amended or an obvious pricing error has occurred.
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24. SPECIAL REQUESTS

- SanWild will make reasonable efforts to accommodate special requests but cannot guarantee that every request can be fulfilled.
 - A special request will only form part of the confirmed booking where SanWild has expressly agreed to it in writing.
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25. COMPLAINTS OR CONCERNS DURING YOUR STAY

- If a guest experiences a problem during their stay, we ask that it be brought to the attention of SanWild management as soon as reasonably possible. info@sanwild.org
- This gives us the opportunity to investigate and, where possible, resolve the matter while the guest is still at SanWild.

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26. APPLICABLE LAW

These Terms & Conditions are governed by the laws of the **Republic of South Africa**.

Nothing contained in these Terms & Conditions is intended to exclude, restrict or waive any consumer right that cannot lawfully be excluded under South African law, including applicable provisions of the **Consumer Protection Act 68 of 2008**.

If any provision of these Terms & Conditions conflicts with a mandatory provision of applicable law, the applicable law will prevail.

27. ACCEPTANCE OF TERMS

- Payment of the required deposit or full booking amount constitutes acceptance of these Terms & Conditions by the person making the reservation.
- The person making the reservation confirms that they are authorised to make the booking and accept these terms on behalf of all guests included in the reservation.
- Guests are encouraged to read these Terms & Conditions carefully before making payment.

SanWild Wildlife Sanctuary & Lodge

Limpopo, South Africa

Thank you for choosing to stay at SanWild. Your stay directly supports the ongoing care and protection of wildlife at SanWild Wildlife Sanctuary.