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TERMS & CONDITIONS VALID FROM 1 NOVEMBER 2003 TRAVEL TRADE/GROUPS & CONFERENCES/DEBTORS

ACCOMMODATION AND ALL SERVICES THAT CAN BE PRE-BOOKED

PAYMENT CONDITIONS:

Full itinerary payable 30 days prior to arrival date.

Reservations made within the 30-day prior to arrival day period, payment within 24 hours.

DEBTORS.

To be invoiced upon arrival.

CANCELLATION/MODIFICATION OF A RESERVATION

The following will amount to a cancellation or modification of a reservation:

- Entire cancellation of a reservation.
- Any modification, which results in the amount of the revised reservation being less than the original booking.

CANCELLATIONS

- No charge for cancellation 30 days and more before arrival date.
- 50% of the total cost for cancellations between 29-15 days before arrival date.
- 100% of the total cost for cancellations between 14 -0 days and on arrival date.
- 100% of the total cost for any non-arrival.
- Any booking made within the 7 day to arrival period will have a 24-hour release period without attracting a cancellation fee.
- A reduction of 5% and less on the total cost of a reservation in the 14-0 day period for groups will be exempt from cancellation fees.

MODIFICATIONS

- No charge for modification 30 days and more before arrival date.
- 50% of the difference between original and modified values between 29-15 days
- 100% of the difference between the original and the modified value 14-0 days and on arrival date.
- Any reservation made within the 7day to arrival period will have a 24-hour release period without attracting a cancellation fee.
- A reduction of 5% and less on the total cost of a reservation in the 14-0 day period for groups will be exempt from cancellation fees.

CONSERVATION FEES ARE EXEMPT FROM CANCELLATION/MODIFICATION FEE

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.