

TANDA TULA

TIMBAVATI NATURE RESERVE | GREATER KRUGER NATIONAL PARK



Booking Terms & Conditions

Rates are quoted in South African Rand (ZAR). Rates are reviewed quarterly and are subject to change.

PROVISIONAL

Bookings can be held as provisional for up to 14 days, after which the booking is required to release or confirm. A 20% refundable deposit is required to confirm the booking.

CONFIRMED

Once confirmed with a 20% deposit, the booking is held on a status of **'confirmed with refundable deposit'** until any of the following becomes true:

- The booking is cancelled in writing by the agent.
- Another request is received with overlapping dates. At such a time, the **20% refundable deposit** shall be required to be converted into a **20% non-refundable commitment fee**. At this stage, the booking status changes to **'confirmed with commitment.'**
- In such an event, Tanda Tula will contact the client and give them the option to either **confirm with the non-refundable commitment fee** or **reschedule their dates**, or, failing that, to **release the booking**.
- At 60 days prior to arrival, when the full payment is due, the booking status changes to **'confirmed with full-payment.'**

Final payment is due **60 days prior to arrival**. Any outstanding balance on the total reservation value shall be required to be settled at 60 days prior to arrival.

Payments for bookings with status 'confirmed with commitment' and 'confirmed with full-payment' are non-refundable.

All refundable deposits are held in a separate call account. Refundable portions of deposits and commitment fees may be refunded subject to the conditions under the "CANCELLED" clause below. Non-refundable portions of bookings with status 'confirmed with commitment' and 'confirmed with full-payment' are not subject to refund under any circumstance.

The amount stated on the invoice is what must be received by Tanda Tula nett of bank charges.

CANCELLED

Cancellations must be received and acknowledged by Tanda Tula in writing.

'Confirmed with refundable deposit': bookings carry no cancellation fees up to 61 days prior to arrival.

'Confirmed with commitment' or 'Confirmed with full-payment': in the event of any reservation being cancelled after Tanda Tula has issued a confirmation, for any reason other than a WHO-recognised pandemic that impacts the booking, the following cancellation fees will apply:

- **'Confirmed with commitment':** if cancelled more than 60 days prior to arrival, the cancellation fee shall be equal to the 20% non-refundable commitment fee.
- **'Confirmed with full-payment':** if cancelled between 60 days prior to arrival, the full reservation value is forfeited.

All cancelled bookings that qualify for a refund will be refunded less a handling fee valued at **5% of the refund cost**.

Terms & Conditions are subject to change without notice.

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