

# TERMS & CONDITIONS

## DIRECT GUESTS

### 1. BOOKING PROCESS

1.1 The Client shall be responsible for informing Ivory Wilderness of any bookings, confirmations, booking amendments, or cancellations of rooms or services in writing by e-mail. The onus of proof of delivery in this regard will be on the Client.

1.2 Provisional bookings will be held as follows:

<u>No. of days before Travel</u>	<u>No. of Days held</u>
<i>More than 6 months before arrival:</i>	<i>14 days</i>
<i>30 days to 6 months before arrival:</i>	<i>7 days</i>
<i>Less than 30 days before arrival:</i>	<i>3 days</i>

1.3 Upon expiry of the above provisional periods Ivory Wilderness reserves the right to release reservations, unless requested in writing by the Client to extend the provisional period. The extension of any provisional period will be at the sole discretion of Ivory Wilderness.

1.4 In the event Ivory Wilderness receives a confirmed reservation request against space being held on a provisional basis by the Client, Ivory Wilderness reserves the right to request confirmation or release of the held space within 72 hours.

1.5 Upon confirmation it will be required to disclose the Guest's nationality and booking information, this information will solely be used for market data purposes and tailoring the Guest's stay with Ivory Wilderness.

1.6 Confirmed space will be subject to the appropriate cancellation and payment policies.

### 2. PAYMENT TERMS

2.1 A booking is held on a provisional basis until a deposit has been paid.

2.2 Deposits

2.2.1 Guests are required to pay a 20% deposit within 14, 7 or 3 days (see above) to confirm a reservation, with the balance due payable at 30 days before the guest's arrival.

2.3 Balance of Payment

2.3.1 Balance of payment is due 30 days prior to arrival.

### 3. PAYMENT METHODS

3.1 Guests can make payment via Visa or MasterCard or via electronic transfers into our bank account/s.

3.2 All electronic transfers should be made in full and free of any bank charges.

### 4. CANCELLATION

4.1 Cancellation of all bookings must be in writing and is only effective on receipt of the written notification.

4.2 Reservations held by Ivory Wilderness where no deposit has been paid will be cancelled by Ivory Wilderness on notice to the Client.

4.3 Requests to reduce or waiver cancellation fees from the Client will be considered with the decision made at the discretion of Ivory Wilderness.

4.3 On cancellation of a confirmed booking Ivory Wilderness shall, subject to the relevant provisions of the Consumer Protection Act No. 68 of 2008 (as amended from time to time), and to the extent that the provisions of said Act are applicable, be entitled to the payment of the following cancellation fees:

- If cancellation of any booking, or any part thereof, is received 45 days, or prior, to arrival the deposit is forfeit.
- If cancellation of any booking, or any part thereof, is received 44 - 31 days prior to arrival, 50% of the reservation amount will be forfeit.
- If cancellation of any booking, or any part thereof, is received within 30 days of arrival, 100% of the reservation amount will be forfeit.
- In the event of a no show, the full reservation amount will be charged.

### 5. BANKING DETAILS

5.1 Electronic transfers may be paid directly into the below bank account (details on following page).

5.2 A copy of the deposit slip or bank draft, together with the appropriate guest details, reservation number and invoice number must be emailed to Ivory Wilderness in order to reconcile the appropriate records.

5.3 Failure to do so may result in the payment not being reflected against the booking, and the space released due to non-payment.

#### **5.4 ZAR Account Details**

**Account Name:** Warren Howson Ivory Trails and Safari

**Bank:** FNB

**Account number:** 62670902834

**Branch code:** 270652

**Branch:** FNB Hoedspruit

**SWIFT:** FIRNZAJJ

**Bank address:** Hoedspruit shopping centre, R40, Hoedspruit, 1380, South Africa

**Business address:** 24 Kenilworth Road, Kenilworth, 7708, Cape Town, Western Cape.

### TRAVEL INSURANCE

Travel insurance is compulsory, covering for cancellation, personal effects, personal accident, medical and emergency travel expenses.

### CONTACT US

#### **Reservations**

Email: [reservations@ivorywilderness.com](mailto:reservations@ivorywilderness.com)

Telephone: + 27 65 542 7574

#### **Company Director**

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