



KHULA'S COTTAGE

Terms and Conditions

GENERAL

- All terms and conditions, general or special, shall be interpreted and take effect according to the laws of South Africa. The Courts of South Africa shall have sole jurisdiction in respect of any claims, which may arise between the Client and the Hoedspruit Endangered Species Centre [which will be further referred to as HESC]
- Payment to HESC shall be at rates specified in the Rate Schedule, or as agreed in writing from time to time. Reservations must be paid 30 days prior to guests' arrival.
- HESC shall not be held responsible for any damage to or loss of any property whether belonging to the Client or any of the guests, nor shall HESC be responsible for any personal injury which may be sustained by any guests or by any directors, servants or agents of the Client, whether such damage or personal injury be caused by, or arise from the negligence of HESC or its employees or otherwise. The Client hereby indemnifies HESC and all its directors, servants and agents against any claim of whatsoever nature that may be made against HESC by any of the guests or any of the directors, servants or agents of the Client in respect of such personal injury, loss or damage.

CHILD POLICY

All children, under the age of sixteen, must be accompanied by a responsible adult during game drives, bush walks and elephant-back safaris.

SALIENT TERMS AND CONDITIONS

- Rates are quoted in South African Rands, inclusive of taxes and levies and are commissionable to registered travel trade companies as per the rate schedules or as communicated in writing.
- Under no circumstances shall HESC be held responsible for any losses or damages suffered by any Client as a result of the failure by any of its own clients/customers to perform his/her obligations to the Client, nor shall HESC be obliged to refund to the client, any payments or pre-payments in the event of the Client failure to collect fees or other payments from any of its clients/customers.
- Check-in time is from 14:00, and check-out time is 10:00. Earlier check-in times, if requested, will be considered subject to the availability of rooms. In all instances, expected time of arrival must be advised.
- Hoedspruit Endangered Species Centre [HESC] means Kapama Game Reserve (Pty) Ltd, L.L.Roode t/a Camp Jabulani and t/a Hoedspruit Endangered Species, the owners, managers, officers, employees, agents, independent contractors and other persons who directly or indirectly assist with the operation or management of HESC and/or the associated subsidiary or holding companies as well as their directors, officers, employees, agents and independent contractors or other guests or invitees of HESC.
- All guests will be required to settle their accounts for extras, telephone calls, spa treatment, etc. on departure. This can be done by credit card, travellers' cheques or local/foreign currency notes.
- A final rooming list must be provided 14 days prior to arrival.

DEPOSITS & SETTLEMENT

Full prepayment will be due within 30 days prior to arrival. HESC reserves the right to sell accommodation held as a provisional reservation without a deposit, to a cash purchaser.

Direct Deposits:

South African cheques or Bank Drafts in South African Rand should be deposited directly into our account:

Account Holder: Hoedspruit Endangered Species Centre (Pty) Ltd

Bank: Nedbank

Branch No: 149745

Account no: 1096988321

Swift Code: NEDSZAJJ

NB: Copies of the deposit slip or bank draft, reservation number as well as appropriate guest or group details must be faxed to HESC's Central Reservations Office to confirm payment and to update records.

Fax number : +27 86 649 6604

Credit Cards

All credit card payments require a signed letter/fax of authorization from the cardholder, to debit the stated amount from the said card. Valid cards are American Express, Visa, MasterCard and Diners. This also applies to payment for extras at HESC if not done by the cardholder personally.

CANCELLATIONS

HESC reserves the right to charge the following cancellation fees should a confirmed reservation be cancelled within the following period:

- 25% if cancelled 31 – 60 days prior to date of arrival
- 50% if cancelled 15 – 30 days prior to date of arrival
- 100% if cancelled 1 – 14 days prior to date of arrival

Cancellation fees are calculated on the rate quoted per person. Please ensure that your clients are covered by a travel insurance policy to offset unforeseen cancellation. All reservation cancellations or amendments are valid only if advised in writing by facsimile, e-mail or letter.

Travel Insurance - We highly recommend that all visitors are covered by a comprehensive travel insurance policy to protect them in the event of unforeseen cancellation. Such insurance should also cover emergency medical care requirements and evacuation.

IMPORTANT NOTE

Please note that HESC is situated in a low risk malaria area. We recommend that all our guests consult their medical practitioner regarding anti-malaria prophylactics.

I confirm that I am duly authorized to enter into this agreement, have read and understood the terms and conditions above and regard myself bound by them.

Tour Operator:	
Commission Structure:	
Operator Representative's Full Name:	
Designation within company:	
Signature:	
Date:	