

Booking Accommodation that is specially adapted for people with mobility impairments.

Adapted Accommodation for Mobility Impaired Guests

There are currently around 90 accommodation units throughout SANParks that are adapted for use by visitors with mobility impairment. (Such units have adaptations like ramps, roll-in showers, toilets with grab rails, basins with push taps, etc. (and in the case of some of the older wheelchair friendly units in Kruger, baths with grab rails. The are aimed at providing comfortable accommodation for people in wheelchairs, the elderly and people who have struggle to use the standard accommodation). Most of these adapted units are very comfortable for guests with disabilities, but it is conceded that despite recent standards on accommodation for people with physical disabilities some of these units do not offer the perfect layout for all guests with physical disabilities (some are old and in need of upgrading while for others architects and builders sometimes have a mind of their own). If readers have any concerns about the layout of accommodation units for the mobility impaired, please send comments to CustomerCare@sanparks.org.

Reserve of accessible accommodation and booking procedure

Most of the adapted units are kept on a reserve until 30 days before date of use. For the period 11 months before date of use (SANParks maximum booking period) up until 30 days before occupation only people with disabilities and a specific need for adapted units can book these units, but they must go through the authorized SANParks supervisors to secure the required accommodation. This one can do by:

- emailing reservations@sanparks.org,
- faxing +27 (0)12 343 0905
- telephoning +27 (0)12 428 9111.

In all cases identify that you are a person with a disability or mobility difficulty and require accommodation adapted for mobility impaired guests.

Your reservation form issued by SANParks will indicate that the unit that is reserved for you is accessible to the mobility impaired.

NB. These special units cannot be booked through the on-line booking mechanism. They can also not be booked directly through satellite offices and travel agents (such agents will have to book through authorized SANParks reservations staff).

30 days prior to the occupation date these units are released into the public pool of accommodation and as they are intended to be universally accessible, can be booked by any person.

Discount for South African Disability Pensioners:

South Africans who receive a disability pension can receive the same discount as standard aged pensioners (60+) of 40% off accommodation price only. NB. This discount only applies to the same specified time period as standard pensioners and only certain designated units are covered. Regrettably international visitors with disability pensions will not qualify for this concession.

Persons who would like to qualify for this concession must fax proof of disability (a doctor's letter) and a copy of their disability pension documentation to 012 343 0905, marking for the attention of the head of Tourism Operations. Alternatively they can scan and email the documents to reservations@sanparks.org.