



SOUTH AFRICAN NATIONAL PARKS

PO Box 787 Pretoria 0001 * 643 Leyds Street, Muckleneuk, Pretoria
Tel: +27 12 428 9111 * Fax: +27 12 343 0905 * E-mail: reservations@sanparks.org



1. CONDITIONS FOR THE ACCEPTANCE OF PRIOR RESERVATIONS

SANP retains the right to change any tariffs, services or rules without prior notification. Should you wish to peg the price for the future bookings, full payment of the itinerary within 30 days from date of booking will secure the booked price provided no changes are made after payment is made.

The following conditions are only relevant to public reservations and not those made directly on the web via the online real time booking system (Refer to attached documentation).

There are no cancellation or modification fees charged on conservation fees but day permit booking fees are non refundable

THESE RULES ARE ALSO NOT APPLICABLE TO KRUGER WILDERNESS TRAILS (REFER TO ATTACHED DOCUMENTATION).

❖ **Deposit:**

- Reservations made 365 days in advance pay 33% within 30 days of making the booking.
- Balance (67%) is payable 30 days before arrival.
- Reservations made within 30 days pay 100% within 5 days of making the reservation.
- Reservations made within 5 days of arrival are to be paid within 24 hours.

❖ **Cancellations:**

- Percentage is calculated on the client's total reservation cost payable.
- Cancel within 30 to 15 days before arrival - 25%.
- Cancel within 14 to 7 days before arrival – 50%.
- Cancel within 6 days and less – 100%.

❖ **Modifications:**

- For downgrading of a reservation when a deposit has been paid, percentage is calculated on the difference:
- Modify within 30 to 15 days before arrival – 25%.
- Modify within 14 to 7 days before arrival – 50%.
- Modify within 6 days and less – 100%.
- When modifying the arrival date to an earlier date, no modification fees will be charged, unless the total cost is decreased and the arrival date before the modification fell inside the 30-day period.

POLICY ON CONCESSIONS FOR SOUTH AFRICAN NATIONAL SOCIAL PENSIONERS AND ALL PERMANENT RESIDENTS OF SOUTH AFRICA – 60 YEARS AND OLDER

SANParks offers discounts on normal tariffs to the above persons provided the reservation is made in the name of the qualifying person. Social pensioners are those receiving old age, family and disability allowances as well as blind persons.

Concessions are not available on Friday and Saturday nights, nor any long weekends (*if a weekend is preceded by a public holiday falling on a Thursday or Friday, or followed by a public holiday falling on a Monday or Tuesday it will be recognised as a long weekend and not qualify for discount. This also includes the Sunday of that particular weekend*). This applies for all National Parks.

TERMS & CONDITIONS

1. Proof of identification or proof of pension category must be given on arrival.
2. If an individual can prove that they have one of the following disabilities; blindness, deafness or are wheelchair bound and receive some sort of welfare pension, they will be considered for the concession and may apply in advance.
3. NO claims resulting from failure to produce the necessary documentation will be paid out at a later stage
4. No discount is offered on conservation fees, meals or activities.
5. Couples are entitled to one unit per visit. The discount will apply to the unit tariff. In the case of additional persons, the full bed tariff will be applicable if that person does not qualify for the concession.
6. The discount in respect of camping, applies to the basic tariff as well as the per person tariff for those who qualify.
7. Tariffs and concessions are subject to alteration without advance notice.
8. Senior citizen discounts are not available to reservations made through the SANParks online reservations facility

Concessions are applicable to the following dates, parks, camps and accommodation types:

(Fridays, Saturdays and long weekends excluded)

<i>PARK</i>	<i>15 January to 19 March</i>	<i>3 May to 14 June</i>	<i>20 August to 20 September</i>	<i>10 October to 30 November</i>
CAMPING				
All National Parks	40% on all camping	40% on all camping	40% on all camping	40% on all camping
ACCOMMODATION				
Addo Elephant National Park	Matyholweni: 20% on all accommodation Narina: 40% on all accommodation	Matyholweni: 40% on all accommodation Narina: 40% on all accommodation	Matyholweni: 40% on all accommodation Narina: 40% on all accommodation	Matyholweni: 20% on all accommodation Narina: 20% on all accommodation
Augrabies Falls National Park	40% on all accommodation	40% on all accommodation	20% on all accommodation	40% on all accommodation
Bontebok National Park	40% on all accommodation	40% on all accommodation	40% on all accommodation	40% on all accommodation



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PARK	15 January to 19 March	3 May to 14 June	20 August to 20 September	10 October to 30 November
Golden Gate Highlands NP	Brandwag: 40% on chalets Glen Reenen: 40% on rondawels & longdawels Highlands Mountain Retreat: 40% on all accommodation Basotho Cultural Village: 40% on all accommodation	Brandwag: 40% on chalets Glen Reenen: 40% on rondawels & longdawels Highlands Mountain Retreat: 40% on all accommodation Basotho Cultural Village: 40% on all accommodation	Brandwag: 40% on chalets Glen Reenen: 40% on rondawels & longdawels Highlands Mountain Retreat: 40% on all accommodation Basotho Cultural Village: 40% on all accommodation	Brandwag: 40% on chalets Glen Reenen: 40% on rondawels & longdawels Highlands Mountain Retreat: 40% on all accommodation Basotho Cultural Village: 40% on all accommodation
Karoo National Park	20% on chalets & CO3-cottages	20% on chalets & CO3-cottages	20% on chalets & CO3-cottages	20% on chalets & CO3-cottages
Kgalagadi Transfrontier Park	Bitterpan: 40% on all accommodation Gharagab: 40% on all accommodation Grootkolk: 20% on all accommodation Kalahari Tented Camp: 40% on all accommodation Kieliekrankie: 40% on all accommodation Mata Mata: 40% on all accommodation Nossob: 40% on chalets Twee Rivieren:	Gharagab: 20% on all accommodation Kalahari Tented Camp: 20% on all accommodation Twee Rivieren: 20% on all accommodation	Gharagab: 20% on all accommodation Twee Rivieren: 20% on all accommodation	Bitterpan: 40% on all accommodation Gharagab: 40% on all accommodation Grootkolk: 20% on all accommodation Kalahari Tented Camp: 40% on all accommodation Kieliekrankie: 20% on all accommodation Mata Mata: 20% on all accommodation Nossob: 20% on chalets Twee Rivieren:

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PARK	15 January to 19 March	3 May to 14 June	20 August to 20 September	10 October to 30 November
	40% on all accommodation			20% on all accommodation
Kruger National Park	Balule: 40% on all accommodation Bateleur: 40% on all accommodation Berg-en-Dal: 20% on bungalows Boulders: 40% on bush lodge Letaba: 40% on bush lodge Crocodile Bridge: 20% on all accommodation Letaba: 40% on tents, huts & bungalows Malelane: 40% on all accommodation Mopani: 40% on all accommodation Olifants: 20% on bungalows Pretoriuskop: 40% on huts and bungalows Punda Maria: 40% on tents and bungalows Shimuwini: 20% on all accommodation Shingwedzi: 40% on huts and bungalows Sirheni: 40% on all accommodation	Bateleur: 40% on all accommodation Berg-en-Dal: 20% on bungalows Boulders: 40% on bush lodge Letaba: 20% on tents, huts & bungalows Malelane: 20% on all accommodation Mopani: 20% on all accommodation Olifants: 20% on bungalows Pretoriuskop: 20% on huts and bungalows Punda Maria: 20% on tents and bungalows Roodewal: 40% on bush lodge Satara: 20% on bungalows Shimuwini: 20% on all accommodation Shingwedzi:	Bateleur: 20% on all accommodation Berg-en-Dal: 20% on bungalows Boulders: 40% on bush lodge Letaba: 20% on tents, huts & bungalows Malelane: 20% on all accommodation Mopani: 20% on all accommodation Olifants: 20% on bungalows Pretoriuskop: 20% on huts and bungalows Punda Maria: 20% on tents and bungalows Roodewal: 40% on bush lodge Satara: 20% on bungalows Shimuwini:	Bateleur: 40% on all accommodation Berg-en-Dal: 20% on bungalows Boulders: 40% on bush lodge Letaba: 20% on tents, huts & bungalows Malelane: 20% on all accommodation Mopani: 40% on all accommodation Olifants: 20% on bungalows Orpen: 40% on bungalows Pretoriuskop: 20% on huts and bungalows Punda Maria: 40% on tents and bungalows Roodewal: 40% on bush lodge Satara: 20% on bungalows Shimuwini:



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	Roodewal: 40% on bush lodge Satara: 40% on bungalows Shimuwini: 40% on all accommodation Shingwedzi: 40% on huts and bungalows Sirheni: 40% on all accommodation Talamati: 40% on all accommodation Tamboti: 40% on all accommodation		Sirheni: 20% on all accommodation	Shingwedzi: 40% on huts and bungalows Sirheni: 40% on all accommodation Tamboti: 20% on all accommodation
Mapungubwe National Park	Leokwe: 40% on all accommodation Limpopo Forest Tented Camp: 40% on all accommodation Tshugulu: 40% on bush lodge	Leokwe: 40% on all accommodation Limpopo Forest Tented Camp: 40% on all accommodation Tshugulu: 40% on bush lodge	Leokwe: 40% on all accommodation Limpopo Forest Tented Camp: 40% on all accommodation Tshugulu: 40% on bush lodge	Leokwe: 40% on all accommodation Limpopo Forest Tented Camp: 40% on all accommodation Tshugulu: 40% on bush lodge
Marakele National Park	40% on safari tents	40% on safari tents	20% on safari tents	20% on safari tents
Mokala National Park	Mosu: 40% on all accommodation	Mosu: 40% on all accommodation	Mosu: 40% on all accommodation	Mosu: 40% on all accommodation
Mountain Zebra National	40% on cottages	40% on cottages	40% on cottages	40% on cottages

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PARK	15 January to 19 March	3 May to 14 June	20 August to 20 September	10 October to 30 November
Park				
Richtersveld National Park	40% on all accommodation in Sendelingsdrif & Tatasberg	40% on all accommodation in Sendelingsdrif & Tatasberg	40% on all accommodation in Sendelingsdrif & Tatasberg	40% on all accommodation in Sendelingsdrif & Tatasberg
Table Mountain National Park	20% on Olifantsbos, Eland and Duiker cottages	40% on Olifantsbos, Eland and Duiker cottages	40% on Olifantsbos, Eland and Duiker cottages	40% on Olifantsbos, Eland and Duiker cottages
Garden Route National Park	Nature's Valley: 40% on forest huts Storms River Mouth: 20% on forest huts and certain cottages and oceanettes Wilderness: 40% on all accommodation	Nature's Valley: 40% on forest huts Storms River Mouth: 40% on forest huts and certain cottages and oceanettes Wilderness: 40% on all accommodation	Storms River Mouth: 40% on forest huts and certain cottages and oceanettes Wilderness: 40% on all accommodation	Nature's Valley: 40% on forest huts Storms River Mouth: 20% on forest huts and certain cottages and oceanettes Wilderness: 40% on all accommodation
West Coast National Park	40% on Jo-Anne's and Abrahamskraal cottages	40% on Jo-Anne's and Abrahamskraal cottages	40% on Jo-Anne's and Abrahamskraal cottages	40% on Jo-Anne's and Abrahamskraal cottages

2. CONDITIONS FOR THE ACCEPTANCE OF PRIOR WEB RESERVATIONS MADE ONLINE THROUGH THE SANPARKS WEBSITE

Note that reservations made directly with SANParks, via telephone, e-mail, fax or in person at any of our Reservation Offices or Parks, are governed by different conditions to the below - kindly refer to the SANParks reservation conditions at <http://www.sanparks.org/tourism/tariffs/>

Before you make a booking, please read our conditions to ensure you are familiar with our system:

- We can only accept online reservations, or online amendments to existing reservations, for the period from **the day following the current date to 10 calendar months ahead**. To make or amend reservations for the 11th calendar month please use one of the [alternative booking methods](#).
- All new reservations made online will require immediate and **full payment by credit card**. If this is not possible, please use one of the [alternative booking methods](#).
- **Note that the downgrading (reducing the total value) of a reservation made online (through www.sanparks.org) could result in modification fees**. These are calculated on the difference between the reservation cost before and after the changes were made. Downgrading a reservation six days or less prior to arrival (or after arrival) will result in a 100% modification fee, 7 to 14 days before arrival a 50% modification fee and 15 to 30 days before arrival a 25% modification fee (calculated on the difference in reservation cost before and after downgrading).
- **Note that cancelling a reservation made online (through www.sanparks.org) could result in cancellation fees**. These are calculated on the total value of the reservation that was cancelled. Cancelling a reservation six days or less prior to arrival (or not arriving at all) will result in a 100% cancellation fee, cancelling 7 to 14 days before arrival a 50% cancellation fee and 15 to 30 days before arrival a 25% cancellation fee (calculated on the total reservation cost).
- Guests may consider postponing a reservation (at same or higher cost and subject to availability) as alternative to cancellation. Guests will be required to pay in the difference should reservation cost increase as a result and if reservation cost decreases the booking will be subject to the rules that apply for downgrading a reservation (see above)
- Note that modification and cancellation charges may be levied on any reservations amended or cancelled online, irrespective of the channel through which the reservations were originally made, subject to SANParks' [conditions for the acceptance of reservations](#).
- For **activities**, please use one of the [alternative booking methods](#).
- To book for **Wilderness trails**, please contact the [Wilderness trails reservations office](#).
- To book Kruger National Park **Day Visit Permits**, please use on the [alternative booking methods](#).
- All online reservations are processed at **Standard (Rack) Rates** and, unless specifically advertised otherwise by SANParks, will not be entitled to any discounts.
- South African Senior Citizens who would like to make use of specially reduced pensioner Senior Citizen rates, have to use one of the [alternative booking methods](#) to make or amend their reservations.
- The reservation is only guaranteed once you've received a **confirmation e-mail** from SANParks reservations.
- Resort Availability is reconciled on a daily basis. This process starts at midnight (South African time) and runs for approximately 2 hours. Unfortunately no bookings can be made while the process is running.
- **Wheelchair Friendly units** are kept on reserve to avoid their booking by guests who don't require their adapted facilities, so we are unable to put this function online until less than one month prior to occupation. Please contact [reservations](#).
- SANParks retains the right to change any tariffs, services or rules without prior notification.
- Our online reservations system makes use of, and **requires JavaScript and Cookie technologies**.
- Please be sure to read our [Privacy Policy](#).

3. CONDITIONS FOR THE ACCEPTANCE OF PRIOR KRUGER WILDERNESS TRAIL & HOERIKWAGGO TRAIL RESERVATIONS

SANP retains the right to change any tariffs, services or rules without prior notification. Should you wish to peg the price for future bookings, full payment of the itinerary within 30 days from date of booking will secure the booked price provided no changes are made after payment.

- Deposit:
 - An initial deposit of 33% of itinerary to be paid 30 days from date of reservation.
 - Balance is payable 91 days prior to arrival.
 - Reservations made in the 166 day period prior to arrival – full cost to be paid 30 days from date of reservation.

o Cancellations:

- Percentage is calculated on the client's total reservation cost payable.
- Cancel within 90 to 31 days prior to arrival – 50% forfeiture.
- Cancel within 30 days and less prior to or on arrival – 100% forfeiture.

o Modifications:

- For downgrading of a reservation when a deposit has been paid, percentage is calculated on the difference:
- Decrease number of persons within 90 to 31 days prior to arrival – 50% forfeiture of the difference.
- Within 30 days and less prior to or on arrival – 100% forfeiture.
- Arrival date moved to an earlier date within 30 days and less prior to or on arrival – 50% forfeiture of the total cost.
- Arrival date moved forward within 90 to 31 days prior to arrival – 50% forfeiture of the total cost or
- Within 30 days and less prior to or on arrival – 100% forfeiture.