

## **CapeNature Booking Terms and Conditions:**

The following Terms and Conditions apply to all bookings (walk-in or pre-paid):

### **Damage / loss / death**

It is a distinct condition of admission to any protected area, that the Western Cape Nature Conservation Board accepts no responsibility arising from a visit(s) howsoever caused:

- \* For any death, injury or illness sustained or suffered by any person.
- \* For theft/loss/damage to any property, whether allegedly due to the negligence of the board/officers/employees/agents or arising from the use of any facilities supplied/made available.
- \* From any alleged defect in any utensil/equipment/ services/vessel/vehicle.
- \* From any other conveyance supplied/made available, or from any liquid/food supplied.
- \* From any other matter arising, in any other manner and from any other cause whatsoever.

### **Booking fees & cancellation of provisional bookings**

Right of admission is reserved. **All bookings are made on a first-come-first-served basis only (no exceptions will be made). CapeNature takes bookings up to a year in advance only; with the 'year' ending at the end of the corresponding month (i.e. bookings can be made on 01 December for the period up to 31 December the following year).** CapeNature only confirms a booking on receipt of proof of full payment by the deadline-date as specified on the provisional booking. It remains the client's responsibility to ensure that the proof of payment (ie deposit slip or internet bank confirmation) is received by the relevant booking office. CapeNature reserves the right to cancel the booking if only partial payment is received, or should the proof of full payment not be received by the specified deadline date. Any money paid in by that date will be kept as credit for the customer for a 6-month period only, after which the money will be forfeit and automatically become a CapeNature donation.

### **Cancellation of confirmed bookings**

All booking cancellations and rescheduling are subject to the rescheduling terms as well as the following:

1. Confirmed bookings cancelled/rescheduled **15 days or more** in advance of arrival date can be
  - \* refunded 75% of deposit if full deposit was paid (a minimum of 25% of the full booking value is forfeit to CapeNature), or
  - \* rescheduled (within 6 months of original booking)
2. Confirmed bookings cancelled/rescheduled **14 to 6 days** in advance of arrival date may not be refunded, but may be rescheduled if CapeNature is able to make an alternate booking in its place (partial booking rescheduling is not allowed in this case) - if not, money is forfeit. If an alternate booking is made, the amount credited to the customer will be equal to the value of the alternate booking or to the value of the cancelled booking, whichever is the lesser. (Although CapeNature will do its best to fill the space, it is under no obligation to do so)
3. Confirmed bookings cannot be cancelled or rescheduled **5 days or less** in advance of arrival date and the money paid is therefore forfeit.
4. Bookings cannot be rescheduled or refunded should guests choose to leave earlier or arrive later than expected due to illness, emergencies, change of plans etc.
5. Should CapeNature cancel a confirmed booking for any reason (e.g. weather conditions etc), the guest has the option to reschedule (within 12 months of original booking) or receive full refund.
6. All confirmed bookings must be cancelled in writing.

### **Rescheduling**

All rescheduling is subject to the cancellation terms as well as the following:

1. Upon cancellation with the option of rescheduling, the monetary value of the cancelled booking will be kept in credit for the client (not the quantity of days booked). Unless otherwise informed in writing, credit should be used within 6 months of original arrival date or money will be forfeit.
2. **Except where CapeNature has cancelled a booking, all confirmed bookings that are rescheduled are subject to the following admin fee payable before access to the reserve will be granted:**
  - \* 1<sup>st</sup> and 2<sup>nd</sup> rescheduling: free
  - \* 3<sup>rd</sup> and consecutive rescheduling: R75 per rescheduling

### **Breaking of the reserve rules**

CapeNature reserves the right to deny access or to evict guests who do not adhere to the rules and regulations of the CapeNature and/or its reserves. Money paid for these bookings will be forfeit.

These rules include, but are not limited to the following:

- \* No pets allowed on reserves,
- \* No collection of bait, removing, damaging or disturbing of fauna or flora
- \* Rowdy or unwanted behavior
- \* Exceeding the guest quantity of booking