

BOOKING TERMS & CONDITIONS

Rates are quoted in South African Rand (ZAR) and include VAT. Rates are reviewed quarterly and are subject to change.

1. PROVISIONAL BOOKINGS

- Provisional bookings are held for a maximum of **7 days during high-demand periods**, after which they will be automatically released unless confirmed with payment.

2. CONFIRMATION & PAYMENT

- A **30% non-refundable deposit** is required to confirm a booking.
- The **balance is due 60 days prior to arrival**.
- All payments must be **net of bank charges or credit card fees**. The invoiced amount must reflect in full in Walkers River Camp's account.

3. CANCELLATION POLICY

- All cancellations must be **submitted in writing** and acknowledged by Walkers River Camp.
- The following cancellation fees apply:
 - 1–60 days prior to arrival**: 100% cancellation fee (no refund).
 - 61+ days prior to arrival**: 70% refund of the full payment (excluding the non-refundable deposit).

*Refunds qualifying under the above policy are subject to a **10% administration fee**.*

Given the exclusive-use nature of the camp, a cancelled booking cannot typically be resold at short notice, which is reflected in the cancellation fees above.

Refunds due under this policy will be processed within 14 business days of written acknowledgement of the cancellation.

4. FORCE MAJEURE CLAUSE

In the event of a **Force Majeure Event** (including but not limited to a WHO-recognised pandemic, flooding, fire, civil unrest, extended infrastructure failure, or closure of access roads to the reserve), the following applies:

- Guest-Affected Cancellations:**
 - If a guest is directly impacted by the Force Majeure Event (e.g., lockdowns, travel bans, road or bridge closures preventing access to the reserve, or medically unable to travel) and **cancels at least 60 days prior to arrival**, Walkers River Camp will offer a **12-month postponement** from the original travel date.
 - Applicable rate changes will be charged on rebooking.
- Operator-Affected Cancellations:**
 - If Walkers River Camp is unable to operate due to the Force Majeure Event (e.g., government restrictions, reserve closure, or loss of access to the camp), **all payments, including deposits, will be refunded in full**.
 - Any refund remains at the **discretion of management**.

Please Note: Cancellations based on **fear of illness or comorbidities** are not valid grounds for refund or postponement. Standard cancellation terms will apply unless the above criteria are met.

5. TRAVEL INSURANCE

We **strongly recommend** all guests obtain **comprehensive travel insurance**, including:

- Trip cancellation (for any reason)
- Medical and evacuation cover
- Pandemic-related interruptions
- Travel delays or bans
- Loss or theft of personal property

6. GENERAL CONDITIONS

- Trading Entity: **DULL PROP (Pty) Ltd** (Registration No. 1997/000465/07), trading as **Walkers River Camp**.
- Rates are subject to change without prior notice.
- Rates are based on a maximum of 8 guests. Any flexibility on this is at the discretion of the Reservations Department and, where permitted, will be subject to limitations.
- Rates exclude the Timbavati Private Nature Reserve Conservation Levy, which is charged separately per person per night at the reserve's prevailing rate and is subject to change by the reserve.

- **The minimum age guideline for game drives is 6 years**, at the discretion of management and guides on the day; younger children may be accommodated on a case-by-case basis.
- All guests are required to **sign an indemnity form** upon arrival.
- Drone use is not permitted within the Timbavati Private Nature Reserve unless specifically authorised in writing by reserve management in advance.

7. LIABILITY & INDEMNITY

Please read this clause carefully. It limits Walkers River Camp's liability and requires you to indemnify us against certain claims.

- Walkers River Camp, its owners, employees, and agents shall **not be liable** for:
 - Loss, theft, or damage to personal property
 - Injury, illness, or death of any guest (including due to infectious diseases)
 - Catering arranged independently by guests (Walkers River Camp is a self-catered camp and does not provide, prepare, or manage catering services)
- Guests and their representatives hereby **indemnify Dull Prop (Pty) Ltd** and its representatives against any such claims arising from the ordinary negligence of Walkers River Camp, its owners, employees or agents, but excluding liability for gross negligence or wilful misconduct, which is not excluded or limited by this clause.

8. JURISDICTION

- All terms are governed by the **laws of the Republic of South Africa**.
- Any disputes shall be subject to the **exclusive jurisdiction of South African courts**.

9. PROTECTION OF PERSONAL INFORMATION (POPI Act)

- Guest information will be used solely for reservation purposes and will not be shared or distributed beyond operational requirements, in full compliance with the **Protection of Personal Information Act**.
- Guest information may be shared with third parties directly involved in your stay, such as your caterer, transfer operator, or the Timbavati Private Nature Reserve for conservation levy purposes, and will not be used for any other purpose without your consent.
- Guests have the right to access, correct, or request deletion of their personal information, in accordance with the Protection of Personal Information Act (POPIA).

Enquiries or complaints about how your personal information is handled can be directed to Shirell Lynch on
Tel: +27 73 285 5990 | Email: reservations@walkersrivercamp.co.za