



FULL TERMS AND CONDITIONS
TOUR OPERATORS / TRAVEL AGENCIES / AGENTS
“Hereinafter referred to as the Client”

These Terms and Conditions will apply to all bookings made or amended by any organization representing a Tour Operator, Travel Agency, DMC, or any travel consultant arranging a booking on behalf of their client.

ALL RESERVATIONS ARE SUBJECT TO THE ACCEPTANCE OF OUR STANDARD TERMS AND CONDITIONS, WHICH ARE SENT TO YOU IN A SEPARATE ATTACHMENT

1. RATES/MINIMUM STAY

- 1.1 All preferred rates are subject to availability and may not apply during special town events/peak periods.
- 1.2 Bundox Safari Co reserves the right to amend the quoted rates should there be any change in the percentage rate of VAT, any other levy or tax, or unforeseen and unbudgeted increases in labour and key commodities, or impost becoming payable by Bundox Safari Co after the date of printing of this contract or in the event of the devaluation of the SA Rand.
- 1.3 Any rates which include a component of third-party charges e.g., National Park or private reserve entrance fees may be changed without notice should this component fee be increased.
- 1.4 Minimum stay restrictions may apply during special town events/peak periods.
- 1.5 Single occupancy of a room against a special will be allocated on a fair-use basis (50% single supplement applies)

2. BOOKING PROCESS

- 2.1 The Agent/operator shall be responsible for informing Bundox Safari Co of any bookings, confirmations, booking amendments, or cancellations of rooms or services in writing by e-mail. The onus of proof of delivery in this regard will be on the Agent, and therefore a follow-up email is required if no response is received.
- 2.2 Provisional bookings will be held for 7 days.
- 2.3 Upon the expiry of the above provisional periods, Bundox Safari Co. reserves the right to release reservations unless requested in writing by the Consultant to extend the provisional period. The extension of any provisional period will be at the sole discretion of Bundox Safari Co.
- 2.4 In the event, Bundox Safari Co receives a confirmed reservation request against space being held on a provisional basis by The Client, Bundox Safari Co reserves the right to request confirmation or release of the held space within 48 hours and a 10% deposit are required within 7 days of advising the client.
- 2.5 Upon confirmation, it will be required to disclose the Guest's nationality. This information will solely be used for market data purposes.
- 2.6 Confirmed space will be subject to the appropriate cancellation and payment policies.
- 2.7 The Consultant will be required to confirm all details are correct on the booking confirmation. Bundox Safari Co will not be held liable for any errors made.

3. PAYMENT TERMS

- 3.1 If a 20% deposit is paid on the confirmation, then full payment is due 30 days before arrival.
- 3.2 If no deposits are paid on confirmation full payment is due 45 days before arrival.
- 3.3 For any bookings made within 45 days of arrival, full payment is required.
- 3.4 SADC rates are solely for SADC citizens.
- 3.5 No promotional offers or value-add items may be added to discounted rates unless approved by Bundox Safari Co.



4. PAYMENT METHODS

- 4.1 The Agent/Operator can make payment via direct transfers into our bank account(s) or credit card or a secured online portal. Please send proof of payment as confirmation.
- 4.2 No shared bank costs will be accepted.

5. GROUP BOOKING POLICY

- 5.1 A minimum of 8 guests constitutes a group
- 5.2 Groups if not confirmed need to be released 90 days before the arrival date
- 5.3 If the group is confirmed at 90 days, a 30% deposit is due to Bundox Safari Co
- 5.4 Full payment is due 45 days before arrival.
- 5.5 Cancellation within 45 days of arrival, 100% cancellation fees are due.

6. CANCELLATION

- 6.1 Cancellation of all bookings must be in writing and is only effective on receipt of the written notification.
- 6.2 Reservations held by Bundox Safari Co., where no deposits have been paid, will be cancelled if no remittance or notice has been received within 7 days, as per our payment terms explained above.
- 6.3 Requests to reduce or waive cancellation fees from The Client will be considered in the decision made at the discretion of Bundox Safari Co.
- 6.4 On cancellation of a confirmed reservation, Bundox Safari Co. shall, subject to the relevant provisions of the Consumer Protection Act No. 68 of 2008 (as amended from time to time), and to the extent that the provisions of said Act are applicable, be entitled to the payment of the following cancellation fees:
- 6.5 If cancellation of any booking, or any part thereof, is received 31+ days or before arrival, no fee will be charged.
- 6.6 If cancellation of any booking, or any part thereof, is received 29 to 8 days or before arrival, a 75% cancellation fee will be charged.
- 6.7 If cancellation of any booking, or any part thereof, is received 7 to 0 days or before arrival, an 100% cancellation fee will be charged.

7. BANKING DETAILS

- 7.1 Electronic transfers may be paid directly into the below-listed bank accounts.
- 7.2 A copy of the deposit slip or proof of payment, together with the appropriate guest details, reservation number and invoice number must be emailed to Bundox Safari Co to reconcile the appropriate records.
- 7.3 Failure to do so may result in the payment not being reflected against the booking and the space released due to non-payment.

ZAR ACCOUNT DETAILS (for ZAR Invoices)

Account name: Bundox Safari Co
Bank: FNB
Branch: Hoedspruit
Account no: 630 135 98032
Branch code: 210 554
Swift: FIRNZAJJ
Address: Pick 'n Pay Shopping Centre,
R40, Hoedspruit, 1380, South Africa

USD ACCOUNT DETAILS (for USD Invoices)

Account name: Bundox Safari Co
Bank: Nedbank
Branch: Tzaneen
Account no: 790 073 255 1
Branch code: 198 765
Swift: NEDSZAJJXXX
Address: 135 Rivonia Road
Sandton, 2196, South Africa

8. EDUCATIONAL & SITE INSPECTIONS POLICY

- 8.1 Educationals are available on request
- 8.2 A maximum of 2 rooms (double or single occupancy) will be made available at the following educational rates: For agents travelling with partners or family members; a rate will be negotiated at the time of the booking.
- 8.3 Site inspections/education are subject to availability, provisional payment and cancellation policies.



9. TRAVEL INSURANCE

Bundox accepts no liability should you chose not to take travel insurance

10. THIRD PARTIES

10.1 Tour Operators who host direct booking channels via their website must ensure that their own company logo and trading company names are visibly displayed on all pages. Users of the Tour Operator's websites should not be under any impression that they are booking directly with Bundox Safari Co when using a third-party website.

10.2 Should there be evidence that any Tour Operator is representing itself to the market as Bundox Safari Co, rather than its corporate entity, all negotiated rates will be withdrawn from that company with immediate effect.

11. DOMICILIUM CITANDI ET EXECUTANDI

Bundox Safari Co chooses as its domicilium Citandi Et Executandi:

Farm Guernsey KU 81
Hoedspruit
Limpopo
South Africa

12. FORCE MAJEURE

Bundox Safari Co shall be excused and shall not be deemed in default for any failure of performance hereunder, for any reason beyond its control. Such reasons shall be deemed to include, without limitation, war, warlike operations, armed aggression, insurrection, riots, fire, explosions, accidents, failure to obtain government approvals, Governmental acts or omissions, regulations or orders, natural disasters, acts of a public enemy, epidemics, quarantine, restrictions or labour unrest.

13. WHOLE AGREEMENT

This agreement constitutes the entire agreement between the parties and no modification, variation, alteration or consensual cancellation shall be of any force or effect unless reduced to writing and signed by the parties.