



TERMS & CONDITIONS

1. CONTACT DETAILS

Email: bookings@krugercliffs.com

Telephone: +27 (0)63 78 79 779 (Mira) or +27 (0)73 88 11 334 (Jochen)

Website: www.krugercliffs.com

2. BOOKINGS PROCESS

2.1. Guests can make a (provisional) booking by getting in touch with Kruger Cliffs via the above mentioned contact details.

Your full name, cell phone number and email address will be required to make a booking.

2.2. Provisional bookings will be held as follows:

61+ days before travel: 7 days

Between 60 days and 31 days prior to travel: 3 days

Less than 30 days prior to arrival: 1 day

2.3. Upon expiry of the above provisional periods, Kruger Cliffs will release the booking without any notification.

2.4. In the event Kruger Cliffs receives a confirmed reservation request against space being held on a provisional basis by the guest, Kruger Cliffs reserves the right to request confirmation or release of the held space within 24 hours.

2.5. Guests shall be responsible for informing Kruger Cliffs of any 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 guest.

2.6. Confirmed space will be subject to the appropriate cancellation and payment policies.

2.7. Important note about booking Turaco (our 2-bedroom/bathroom) cottage:

When booking children in Turaco cottage on child rate, they will be accommodated on the living room sleeper couch. If children want to be accommodated in the upstairs bedroom, adult rate will be charged (regardless of the children's age).

When booking Turaco cottage for 2 people, only the downstairs area with main bedroom/bathroom will be accessible (the 2nd bedroom upstairs will be locked).

When Turaco cottage is booked by 2 people who each want their own bedroom, single occupancy rates will be charged.

When Turaco cottage is booked for 2 people only and we get a request to host a bigger group, we will move your booking to one of our 1-bedroom cottages.

General remark: We reserve the right to move guests to another cottage than the one that was originally booked as all our cottages are of the same high standard.

3. PAYMENT TERMS

3.1. A booking is only held on a provisional basis until a deposit has been paid within the deadline specified in 2.2.

3.2. Deposit & balance payments

3.2.1. The amount required to confirm a booking is as follows:

A 50% deposit within the deadline specified in 2.2.

If no proof of payment for the deposit has been received within the deadline, provisional bookings will be released automatically and without any notification.

3.2.2. By paying your deposit, you accept our terms and conditions and our house rules.

3.2.3. Balance payment is due at the latest 30 days prior to arrival.

Full payment is due immediately for bookings made less than 30 prior to arrival.

If no full payment has been received within the deadline, guests will not be able to enter/check-in at Kruger Cliffs.

4. PAYMENT METHODS

4.1. Payment can be made via a secure payment link or via electronic transfers into our bank account.

4.2. All electronic transfers should be made in full and free of any bank charges.

5. CANCELLATION

5.1. Bookings held by Kruger Cliffs where no deposit has been paid within the deadline will be cancelled by us without notification.

5.2. Cancellation of all confirmed bookings must be in writing and is only effective on receipt of the written notification.

5.3. On cancellation of a confirmed booking, Kruger Cliffs shall, subject to the relevant provisions of the Consumer Protection Act No. 68 of 2008, and to the extent that the provisions of said Act are applicable, be entitled to the payment of the following cancellation fees:

- If cancellation of any booking, or any part thereof, is received 30+ days prior to arrival, the deposit (50%) will be forfeited.
- If cancellation of any booking, or any part thereof, is received 30 to 15 days prior to arrival: a fee of 75% will be charged.
- If cancellation of any booking, or any part thereof, is received 14 to 0 days prior to arrival, a 100% cancellation fee will be charged.

6. BANKING DETAILS

6.1. Electronic transfers should be paid directly into the below listed bank account.

6.2. A copy of the deposit slip or bank draft, together with the appropriate guest details, booking number and invoice number must be emailed to Kruger Cliffs in order to reconcile the appropriate records.

Failure to do so may result in the payment not being reflected against the booking, and the space released due to non- payment.

7. BANK ACCOUNT

ZAR account details for South African Rand Invoices

Account: Kruger Cliffs Lodge (PTY) LTD

Bank: FNB (First National Bank)

Account number: 63052929660

Type of account: Current (cheque)

Branch code: 270652

Branch: Hoedspruit, TVL

SWIFT: FIRNZAJJ

8. TRAVEL INSURANCE

Taking out travel insurance is highly recommended, covering for cancellation, personal effects, personal accident, medical and emergency travel expenses.