

## RESERVATIONS TERMS & CONDITIONS

These Terms and Conditions will apply to all bookings made or amended by any person, whether such booking is made by an agent or Tour operator for its clients or by a guest making a booking directly, with Bundox Safari Co.

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

#### 1. GENERAL T & C's for RESERVATIONS

- 1.1 You warrant that by making this booking, all information given to you to Bundox Safari Co is accurate, true, and correct.
- 1.2 The booking whether by means of electronic mail or otherwise, shall be deemed to be confirmation that the Terms and Conditions have been read and the guest agrees to be bound by the terms.
- 1.3 Whilst every effort is made to update the information provided on this booking or website(s), Bundox Safari Co accepts no liability for the accuracy and completeness of the information provided.
- 1.4 Bundox Safari Co accepts no liability for any loss or damage to your computer or interception, or use of your credit card information is howsoever caused.
- 1.5 These Terms & Conditions shall be governed by South Africa law and the guest submits to the jurisdiction of the South African courts in respect of any issue that may arise.
- 1.6 These Terms & Conditions constitute the entire agreement between the parties.
- 1.7 Bundox Safari Co reserves the right to discontinue any promotion at their discretion.
- 1.8 Our Privacy policy will apply to your reservation and forms part of these Reservations Terms and Conditions.

#### 2. PAYMENT TERMS AND CONDITIONS

- 2.1 Guests will not be checked in until the reservations have been paid in full.
- 2.2 Unless expressly included, all and any cost (without limitation) of obtaining passports, visas, items of a personal nature such as drinks, laundry, telephone calls, communication charges shall be excluded from any pricing.
- 2.3 All other charges incurred during a guest's stay may either be settled immediately or by debiting them to a room account, in which event such account shall be settled in full on departure.
- 2.4 Any pricing which includes a component of third party charges, i.e. Kruger National Park entrance fees may be changed without notice should this component fee be increased.
- 2.5 All payments terms and conditions are subject to the acceptance of our Standard Terms and conditions document.

#### 3. CONDITIONS OF YOUR STAY

- 3.1 The guest will be required to sign the Indemnity form and provide proof of identity on arrival and he/she agrees to the Standard Terms and Conditions of the property and will be personally liable for all amounts arising from the stay of him/herself and/or his/her partner or party at the lodge.
- 3.2 Only food and beverages (including) alcoholic and soft drinks) purchased on the lodge premises may be consumed at the lodge.
- 3.3 Accommodation offered is not self-catering, unless otherwise specified.
- 3.4 No pets are allowed.
- 3.5 No loud music or shouting, screaming is allowed anywhere on the property. Please allow your neighbours to enjoy the tranquillity of the lodge. Bundox reserves the right to judge acceptable levels of noise or behaviour of the guests or invitees of the guest who must take all steps necessary for corrective actions as requested by the Lodge. In the event of failure to comply with managements' request, the Lodge may terminate a booking immediately without being liable for any refund or compensation.
- 3.6 To avoid any disappointment please pre-book any additional activities or meals before arrival.
- 3.7 Our gate will be locked from 21h00. Should you arrive after 21h00, arrange with the Lodge Manager, otherwise, you will be charged a fee of R500 per vehicle, for late check-in.
- 3.8 Bundox will strive to honour any requests for specific room types or bed types and will confirm such arrangements at the time you make your reservation. Until specific confirmation is issued then your request cannot be guaranteed and Bundox cannot guarantee that your request will be honoured.
- 3.9 Neither the lodge, its owners, their agents, contractors, or employees shall be held liable for any loss, damage, destruction, injury, or death which may be caused to any person or the assets, property, or any other item of equipment or the likes thereof which may occur as a result of any foreseen or unforeseen event or any act or omission on the part of the Company, its owners, their agents, contractors or employees.

#### 4. CHECK-IN & CHECK OUT POLICIES

Standard check-in time: 14h00  
Standard check out time: 10h00

- 4.1 Requests for early check-in & late check-out will be handled based on room availability at the time of check-in (an additional fee is payable for guaranteed late check-out).
- 4.2 Bundox can accommodate guest luggage complimentary in a secure location until the guest room is ready, but safekeeping of baggage and personal effects shall at all times remain at the risk of the guest.
- 4.3 Should you need to confirm an earlier arrival than the lodge's standard check-in time or a departure later than noon, please contact the lodge directly in advance. If you plan to arrive earlier than the lodge's check-in time and won't guarantee that you would be able to check into your room upon arrival, we would advise you to reserve the night before the date of arrival.
- 4.4 Exceeding check-out times without notifying the front desk in advance can result in extra charges, including, but not limited to, late check-out fees and/or an extra night's charges being applied to your bill.

#### 5. LOST PROPERTY

- 5.1 If the lodge staff find any personal effects or goods left behind by a guest or any other lost property, Bundox will retain such item and if an item is not reclaimed with 3 months of the guest's departure it will be disposed of by the Lodge at its discretion.
- 5.2 Should a guest request to send any items by postal or courier services, charges incurred should be settled first before the parcel will be couriered.

#### 6. DISABILITY

Not suitable for people with physical disabilities.

#### 7. NO SMOKING POLICY

Smoking is strictly prohibited in all rooms and public areas of the lodge, including walkways, decks, and the breakfast area.

#### 8. PARKING POLICY

For the convenience of our guests, we offer free parking on the property.

#### CONTACT DETAILS

If you need to contact Bundox for purposes related to these 'Terms & Conditions, please use the following contact details:

Lené Bruyns  
Cellphone: +27 72 523 2796  
E-mail: [reservations@bundox.co.za](mailto:reservations@bundox.co.za)  
Physical address: Farm Guernsey KU 81, Hoedspruit, Limpopo, South Africa  
Postal address: PO Box 108, Hoedspruit, 1380