

# PAYMENT TERMS & CONDITIONS

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1 March 2024 – 28 February 2025

These Terms and Conditions will apply to all bookings made or amended by any person, whether such booking is made by an agent or operator for its clients or by a guest making a booking directly (**“you”, “your”**), with African Cultural Tours (Pty) Ltd t/a Sabi Sabi (**“Sabi Sabi”, “us”, “we”**) for less than 16 people at Sabi Sabi Private Game Reserve (**“the Game Reserve”**) for stay during the period after 1 March 2024.

## OFF-PEAK BOOKINGS

Paragraphs 1 to 3 below apply to all reservations made for stays after 1 March 2024, **excluding** reservations for stays during 20 December 2024 to 5 January 2025.

### 1 Booking and Payment

- 1.1 Sabi Sabi will hold a reservation without payment for a period of 14 days. If a reservation is not confirmed, in writing, within 14 days from the reservation request being submitted to Sabi Sabi, the reservation will automatically terminate without further notice.
- 1.2 Should you confirm the reservation request, a pro-forma invoice, indicating the booking value, including the conservation levy (**“the Reservation Value”**) will be raised and a deposit is payable within 5 working days of the date of the pro-forma invoice.
- 1.3 The deposit will be 25% of the Reservation Value as quoted in the pro-forma invoice.
- 1.4 Should you make any changes to your booking prior to the final pro-forma invoice being raised, the Reservation Value will be adjusted accordingly. Sabi Sabi reserves the right to request a proportionate increase in your deposit, should the changes to your booking result in an increase in the Reservation Value.
- 1.5 A final pro-forma invoice will be issued 45 days prior to your check-in date, following which the balance of the Reservation Value is due. The balance of the Reservation Value must be paid no later than 30 days prior to your check-in date.
- 1.6 Reservations made within 45 days of the check-in date will require full payment of the Reservation Value within 5 working days of the date of the confirmation of reservation and pro-forma invoice.

RESERVATIONS MADE <b>MORE THAN 45 DAYS</b> FROM CHECK-IN DATE:	
Confirmation of booking:	25% of Reservation Value
45 days from arrival	75% of Reservation Value

RESERVATIONS MADE <b>WITHIN 45 DAYS</b> FROM CHECK-IN DATE:	
Confirmation of booking:	Reservation Value paid in full

### 2 Cancellations

- 2.1 If any amount is not paid on the due date thereof, Sabi Sabi will be entitled to cancel your reservation immediately on written notice to you.
- 2.2 Should you wish to cancel or amend a booking, you must do so on written notice to Sabi Sabi. If written confirmation of an amendment or cancellation is not issued within 24 hours from delivery thereof, you are required to confirm your written amendment or cancellation telephonically, failing which your booking will be deemed not to be cancelled or amended.
- 2.3 A reduction of the number of rooms under a booking will be a cancellation and the cancellation policy below will apply in respect of the relevant rooms.

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2.4 If you cancel a booking the following cancellation fees will apply:

Days prior to check-in:	0 - 14	15 - 30	31 - 45	46+
Cancellation Fee:	100% of Reservation Value	50% of Reservation Value	25% of Reservation Value	5% of Reservation Value

2.5 **A portion of the cancellation fee equal to 5% of the Reservation Value will be applied to costs of Sabi Sabi in connection with conservation, reserve management, community development and administration.** It is recorded where a reservation is cancelled more than 45 days before the check-in date, the entire cancellation fee will be allocated to such conservation, reserve management, community development and administration costs.

2.6 No cancellation fees will be levied if the accommodation in respect of which the cancellation is made is resold to another guest for the same period of your original booking.

## 3 Single Supplement

Guests occupying single suites at Bush Lodge, Selati Camp, Earth Lodge and Little Bush Camp will be levied a supplement of an additional 50% of the specified daily rate (**“Single Supplement”**). The Single Supplement will not be levied on a maximum of 2 suites per reservation, excluding the Mandleve Deluxe Suite, Lourenco Marques Honeymoon Suite, Presidential Suites and Luxury Villas, where the Single Supplement will always apply.

## PEAK-SEASON BOOKINGS

Paragraphs 4 to 6 below applies to all bookings made for travel from 20 December to 5 January in each year.

## 4 Booking and Payment

- 4.1 Sabi Sabi will hold a reservation without payment for a period of 14 days. If a reservation is not confirmed, in writing, within 14 days from the reservation request being submitted to Sabi Sabi, the reservation will automatically terminate without further notice.
- 4.2 Should you confirm the reservation request, a pro-forma invoice, indicating the booking value, including the conservation levy (**“the Reservation Value ”**) will be raised and a deposit is payable within 5 working days of the date of the pro-forma invoice.
- 4.3 The deposit will be 25% of the Reservation Value, as quoted in the pro-forma invoice.

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- 4.4 Should you make any changes to your booking prior to the final pro-forma invoice being raised, the Reservation Value will be adjusted accordingly. Sabi Sabi reserves the right to request a proportionate increase in your deposit, should the changes to your booking result in an increase in the Reservation Value.
- 4.5 A final pro-forma invoice will be issued before 1 October, prior to your check-in date. Final payment must be made no later than 30 September, prior to your check-in date.
- 4.6 Bookings made after 30 September will require full payment of the Reservation Value within 5 working days of the date of the confirmation of reservation and pro-forma invoice.

## BOOKINGS MADE BEFORE 30 SEPTEMBER:

Confirmation of booking:	25% of Reservation Value
30 September	75% of Reservation Value

## BOOKINGS MADE AFTER 30 SEPTEMBER:

Confirmation of booking:	Reservation Value paid in full
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## 5 Cancellations

- 5.1 If any amount is not paid on the due date thereof, Sabi Sabi will be entitled to cancel your booking immediately on written notice to you.
- 5.2 Should you wish to cancel or amend a booking, you must do so on written notice to Sabi Sabi. If written confirmation of an amendment or cancellation is not issued within **24 hours** from delivery thereof, you are required to confirm your written amendment or cancellation telephonically, failing which your booking will be deemed not to be cancelled or amended.
- 5.3 A reduction of the number of rooms under a booking will be a cancellation and the cancellation policy below will apply in respect of the relevant rooms.
- 5.4 If you cancel a booking the following cancellation fees will apply:

Days prior to check-in:	0 - 30	31 - 45	46 - 60	61+	Prior to 30 September
Cancellation Fee:	100% of Reservation Value	75% of Reservation Value	50% of Reservation Value	25% of Reservation Value	5% of Reservation Value

- 5.5 **A portion of the cancellation fee equal to 5% of the Reservation Value will be applied to costs of Sabi Sabi in connection with conservation, reserve management, community development and administration.** It is recorded where a reservation is cancelled more than 45 days before the check-in date, the entire cancellation fee will be allocated to such conservation, reserve management, community development and administration costs.
- 5.6 No cancellation fees will be levied if the accommodation in respect of which the cancellation is made is resold to another guest for the same period of your original booking.

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### 6 Single Supplement

Guests occupying single suites at Bush Lodge, Selati Camp, Earth Lodge and Little Bush Camp will be levied a supplement of an additional 50% of the specified daily rate.

### GENERAL

### 7 Terms and Conditions

All reservations are subject to the acceptance of our standard terms and conditions of Sabi Sabi available at <http://www.sabisabi.com/bookings/terms>.

### 8 Insurance

All guests and their personal belongings must be adequately covered by a travel insurance policy covering at least injury, death, medical costs, emergency evacuation, repatriation, loss of or damage to personal belongings (due to theft or otherwise) and cancellation. Proof of Insurance will be requested prior to arrival.

### 9 Parties to agreement

If the booking is made by a travel agent or operator, these terms and conditions are accepted by such travel agent or operator as principal. These terms and conditions accordingly establish rights and obligations between Sabi Sabi and the travel agent or operator, as principal.

### 10 Applicable Laws

These terms and conditions will be construed, interpreted and subject to the laws of the Republic of South Africa. The courts in the Republic of South Africa shall have exclusive jurisdiction in respect of any claim, demand, dispute or controversy arising from these terms and conditions.

### 11 Address for receiving notices

Your address for receiving notices in terms of these terms and conditions will be the address set out in the Reservation Form. All written communication may be sent to the e-mail address set out in the Reservation Form.