



## STANDARD BOOKING TERMS AND CONDITIONS

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**1 RESERVATIONS POLICIES & PROCEDURES**

**1.1 FIT's & Groups**

- 1.1.1 FIT's refers to a booking for 7 or less full paying guests occupying 4 or less rooms.
- 1.1.2 A group is considered a booking for 8 or more full paying guests or 5 or more rooms

**1.2 Procedures**

- 1.2.1 All bookings/enquiries must be submitted in writing via email to the reservation office. No reservations may be assumed to be confirmed, amended or cancelled without written confirmation from us.

**1.3 Provisional Booking & Release Periods**

Provisional bookings made in advance, will be held for the period as set out below and then automatically released, unless otherwise authorised.

FIT's - 7 or less guests occupying 4 or less rooms	Days Prior To Arrival			
	0 - 14 Days	15 - 60 Days	61 – 90 Days	91+ Days
	24 Hours	72 Hours (3 Days)	7 Days	14 Days

GROUPS - 8 or more guests or 5 or more rooms	Days Prior To Arrival			
	0 - 14 Days	15 - 90 Days	61 – 90 Days	91+ Days
	24 Hours	72 Hours (3 Days)	7 Days	7 Days

Should the above release times not be suitable, please feel free to contact us for a possible alternate arrangement.

**1.4 Minimum Stays**

- 1.4.1 Festive Season: 2 nights minimum stay from 15 December to 15 January at Rhino Post Safari Lodge & Masuwe.
- 1.4.2 Year Round: 2 nights minimum stay at Plains Camp @ Rhino Walking Safaris.

**1.5 Guest information Required:**

We run lodges / camps in remote areas and to assist us in ensuring we meet and hopefully exceed the guests' expectations we require as much information as possible prior to arrival.

**1.5.1 Provisional Booking Information**

Provisional booking requests must include the following information: Lodge/camp name, arrival & departure dates; guest names; nationality; number of rooms required; adult & child combination; ages of children; arrival and departure details;

(The reason we request the arrival & departure details for a provisional booking is to ensure the planned times are logistically possible given that our lodges are located in National Parks and subject to gate opening & closing times.)

**1.5.2 Confirmed Booking Information**

For confirmed bookings we require the information as required for a provisional booking and/or reconfirmation thereof AND: a complete guest list; any guest dietary requirements\*; special requests such as anniversaries and birthdays; arrival and departure information for guests; name of the transfer service provider, mobile contact number for guests, particularly self-drive guests; destination from which self-drive guests are travelling; estimated time of arrival, any health issue of which the lodge needs to be aware of and any other information to ensure a great guest experience.

We must be advised of any specific health conditions (such as sleep apnoea), which require the use of electrical or other medical devices, prior to confirmation of a booking, as alternative arrangements would need to be made for camps/lodges that do not have a reliable electricity supply.

\*Whereas our properties can cater for many special dietary requirements, Vegan, Vegetarian, Gluten-free, Lactose Intolerance etc, our lodges are in remote areas and these requests require prior arrangement with sufficient lead time.

More specialised dietary requirements such as Halaal and Kosher are available at some of our properties. Please inquire from our reservations team which properties are able to offer Halaal and Kosher. The guest must understand that, whereas our catering for Kosher requirements strictly follows the Kashrut rules and utilises separate equipment and dishwashing, it is not overseen by a Mashglach. Additional costs may apply and prior arrangement is essential.

## 2 RATES

### 2.1 Published & Contracted Rates

Seolo Africa rates are stipulated for set dates. These may be subject to change, based on market conditions. Guests will be notified timeously in the event of such unforeseen changes. Rates applicable to confirmed bookings will be honoured.

### 2.2 Rate Structure

Nightly rates are charged per person per night unless specified otherwise. Package offers are charged per person per package.

South Africa: Rates are charged in SA Rand (ZAR), inclusive of VAT @ 15% and TOMSA Tourism Levy, per person per night.

Zimbabwe: Rates are charged in US Dollars (USD), inclusive of VAT @ 15% and ZTA Tourism Levy per person per night.

Single Supplement: Applicable to all nightly rates, package offers, discounted rate offers.

### 2.3 Government Regulated Fees

Park entrance fees, conservation levies, fuel and VAT are subject to change without prior notice and may have an impact on published and contracted rates. In the event, that such changes occur, the increases will be applied to all provisional or confirmed bookings with immediate effect, including bookings for which have already been paid.

### 2.4 Third-Party Service Providers

Services such as land and water transfers, activities not specified as included in the property nightly rates and scheduled flights are outsourced to third-party service providers who determine the rates. Unforeseen increases may occur from time to time, which are beyond our control. We reserve the right to amend published rates for services contracted with these product partners, as well as package costings that may include such services.

## 3 CONFIRMED BOOKINGS

Our lodges are intimate with between 4 to 10 rooms/tents. Cancellations of even just 2 people can greatly affect the operation of the lodge; we therefore require full payment prior to guest's arrival and strict adherence to our cancellation policy. We strongly recommend that guests have adequate travel insurance to cover any cancellations or changes in travel arrangements.

## 4 PAYMENT & DEPOSIT POLICY

### 4.1 Deposit & Balance payments and timing thereof

A deposit is required to secure a booking. We reserve the right to cancel the reservation should we not receive the payments timeously.

	On Confirmation	Balance payment due
FIT's - 7 or less guests occupying 4 or less rooms	50% deposit to secure the booking	30 days prior to arrival
Groups - 8 or more guests occupying 5 or more rooms	50% deposit to secure the booking	60 days prior to arrival

### 4.2 Payment Terms & Conditions

4.2.1 Full payment is required prior to the guests' arrival.

4.2.2 We reserve the right to cancel the reservation should we not receive the payments timeously.

4.2.3 We will require proof of payment, should the payment be facilitated via electronic bank transfer (EFT).

4.2.4 To assist us with identifying the payment for a reservation, please include the reservation number as payment reference.

4.2.5 All guests are to settle the extras on their account in full prior to departure.

### 4.3 Banking Details & Cyber Security

4.3.1 If the guests are adding us as a new online banking beneficiary, please check the banking details on their invoice with a bank confirmation letter and confirm these details with either a telephonic call or WhatsApp with our reservations team.

## 5 CANCELLATION POLICY

### 5.1 Policy

- 5.1.1 We require written confirmation for all cancellations and no reservations may be assumed to be confirmed, amended or cancelled without written confirmation from us.
- 5.1.2 Please note that the cancellation fees are charged on any amendments, reductions in the number of rooms or a reduction in guest numbers that affect the original value of the accommodation for the confirmed booking.
- 5.1.3 Cancellation fees will apply to the full value of the booking.
- 5.1.4 Refunds due will be processed in the currency the funds were received in our bank, less a 5% administration fee.
- 5.1.5 The guest's banking details must be confirmed with a valid bank confirmation.

### 5.2 Cancellation charges levied for FIT's on the accommodation value of the confirmed booking.

FIT's - 7 or less guests occupying 4 or less rooms	Days prior to arrival			
	0 - 14 Days	15 - 45 Days	46 - 60 Days	61+ Days
	90%	75%	25%	10%

### 5.3 Cancellation charges levied for Groups on the accommodation value of the confirmed booking.

GROUPS - 8 or more guests occupying 5 or more rooms	Days prior to arrival		
	0 - 30 Days	31 - 90 Days	91+ Days
	90%	75%	25%

### 5.4 Cancellations charges levied on Third Party Service Providers.

In the event that Seolo has booked any third party service providers, be it road transfers, boat transfers, third party activities, flights, third party accommodation or the like, cancellations fees will be levied as per the third party's terms and conditions plus a 5% admin fee.

## 6 THIRD PARTY SERVICE PROVIDERS

Transfers, flights, third party lodgings and excluded activity rates do not form part of this contract as these services are outsourced and not offered directly by us, the rates are determined by the service provider in their sole discretion. Any flights booked by our reservation team will require full prepayment.

In the event that a guest books or wishes to book any accommodation, service or activity (including without limitation, any air or road travel arrangements, or accommodation at any Third Party Lodgings) that is not provided directly by Seolo, but is provided by a third party service provider arranged by Seolo for the guests, Seolo is not liable for any acts or omissions of any such third party service provider however arising, and it is advisable that the guests should take out comprehensive travel insurance covering the guests for any accommodation or travel cancellations / delays, losses, injury, medical emergencies and the like.

## 7 GUEST COMMUNICATION

In addition to the guest information required from the guests for confirmed bookings, guests are advised as follows:

- 7.1 **Third Party Contractors**  
As per point 6 if applicable.
- 7.2 **Indemnity Form**  
As with most commercial properties worldwide, guests will be required to sign a Guest Indemnity Form on arrival at the lodges / camps.
- 7.3 **Travel insurance**  
Travel insurance is strongly recommended. At the minimum the cover should include for personal effect, personal accident, medical and emergency travel expenses, force majeure events, as well as cancellation and curtailment – as the reservation will be subject to cancellation penalties as detailed above. We are not insurance specialists and recommend that guests consult an expert in this regard.
- 7.4 **Malaria & Health**  
Our properties are located in malaria areas. The best way to avoid contracting malaria is not to be bitten, so guests are advised to use insect repellents (usually provided by the properties) and in the evenings wear long sleeves and



light colours. We are not medical specialists and cannot give medical advice. We recommend that guests consult a doctor prior to travel to discuss what prophylactics he/she recommends.

#### 7.5 Travel documentation

Guests are responsible for ensuring that the required travel documentation is in place for their travels and for the country(s) to be visited. Moreover, to avoid complications with customs and immigration procedures, the traveller must ensure that there are at least 3 (three) consecutive blank pages in their passport/s at the commencement of the tour. The passport must be valid for a minimum of 6 (six) months after the last day of travel.

### 8 PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

Seolo is fully compliant with the Protection of Personal Information Act (POPIA) as required by South African law. Any personal information the guests send to Seolo will only be used for the purposes intended and to enhance the guests experience at our properties. We will not disclose guests' personal information to any party which is not part of Seolo without the guests' consent.

Seolo agrees that it shall –

use and apply appropriate measures, procedures and controls in the processing of all personal information in terms of these Terms and Conditions, it being agreed that it shall ensure that, in the course of the performance of their obligations in terms of these Terms and Conditions, it complies with the Protection of Personal Information Act 4 of 2013 of South Africa.

The guests warrants that –

it has the necessary consent to provide and receive personal information to and from the Seolo;

it shall use and apply appropriate measures, procedures and controls in the processing of personal information in terms of these Terms and Conditions.

### 9 FORCE MAJEURE

The performance of this Agreement by either Party is subject to, without limitation, Acts of nature and natural disasters, Government authority, Governmental acts or omissions, Government declared States of Emergencies, Disaster, Strikes, Acts of terrorism, Acts of war, War-like operations, Civil disorder, Acts of God, Epidemics, Pandemics, or any other emergency in the relevant country and/or destination any of which make it illegal or impossible to provide the facilities and/or services for an itinerary. It is provided that this agreement may be terminated for any one or more of such reasons by written notice from one party to the other. In the event of a cancellation, all monies received will be held in credit for any future booking, provided travel takes place within a 12-month period.

### 10 APPLICABLE LAWS AND JURISDICTION

This Agreement will be construed, interpreted and subject to the laws of the Republic of South Africa or Zimbabwe, as the case may be, whose courts shall have exclusive jurisdiction to adjudicate all matters pertaining to these Terms and Conditions.



## 11 GENERAL

### 11.1 General

- 11.1.1 No latitude, extension of time or any other indulgence which may be given, or permitted, by either Party to the other Party in respect of the performance of any obligation in terms hereof, or the enforcement of any right arising, and no single or partial exercise of any right by any Party shall, under any circumstance whatsoever, be construed to be any implied consent to such Party, or operate as a waiver, or a novation of, or otherwise affect any of that Party's rights in terms of and arising from these Terms and Conditions, or prevent such party from the enforcement, at any time and without any notice, of strict and punctual compliance with each and every provision, term or condition.
- 11.1.2 No waiver of any of the Terms and Conditions will be binding or effectual for any purpose unless in writing and signed by the Party giving the same. Any such waiver will be effective only in the specific instance and for the purpose given.
- 11.1.3 All provisions contained in these Terms and Conditions are, notwithstanding the manner in which they have been grouped together or linked grammatically, severable from each other. Any provision or clause of these Terms and Conditions which is or becomes unenforceable, whether due to voidness, invalidity, illegality, unlawfulness or for any other reason whatever, shall only to the extent that it is so unenforceable, be treated as invalid from the outset and the remaining provisions and clauses of these Terms and Conditions shall remain of full force and effect. The Parties declare that it is their intention that these Terms and Conditions would be executed without such unenforceable provision if they were aware of such unenforceability at the time of execution hereof.

### 11.2 Breach

- 11.2.1 The Parties acknowledge that any breach of the terms of these Terms and Conditions shall constitute a material breach.
- 11.2.2 In the event that the guests breach these Terms and Conditions in any respect whatsoever, Seolo will be entitled (without limiting any other rights or actions which the Seolo might have in terms of hereof or any law) to –
- 11.2.2.1 cancel these Terms and Conditions; and/or
  - 11.2.2.2 claim damages from the Guest; and/or
  - 11.2.2.3 institute urgent or other proceedings against the Guests to enforce any obligation of the Guests; and/or
  - 11.2.2.4 take any other appropriate steps available in law that Seolo deems necessary to protect the rights and interests of itself.

## 12 PARTIES TO THE AGREEMENT

Seolo Africa is the marketing and reservations vehicle for various entities based in South Africa and Zimbabwe as listed below:

Seolo Africa (Pty) Ltd	Company Registration Number 2016/012423/07
Rhino Walking Safaris (Pty) Ltd	Company Registration Number 1990/ 012423/07 trading as
• Rhino Post Safari Lodge; and	
• Plains Camp @ Rhino Walking Safaris	
(South African Entities)	
Campsite Safaris (Pty) Ltd	Company Registration Number 666/2010 trading as Chundu Island
Powdered investments PVT Ltd	Company Registration Number 6386/2017 Masuwe Lodge (Pty) Ltd
(Zimbabwe entities)	

Referred to herein as "Seolo"

And the Guests