



CARD PROCESSING – TERMS & CONDITIONS

1. Detailed description of goods and/or services

Kapama Game Reserve (Pty) Ltd is a business in the Hospitality industry that specialises in luxury safari accommodation

2. Delivery policy

Subject to availability and receipt of payment, requests will be processed within 24 hours and delivery confirmed by way of email from the reservations team.

(for e.g. booking number / booking voucher etc. check in dates and check out date)

3. Return and Refunds policy

The provision of accommodation by Kapama Game Reserve (Pty) Ltd is subject to availability. In cases of unavailability, rooms will not be able to be booked.

4. Customer Privacy policy

Kapama Game Reserve (Pty) Ltd shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded here – [PAIA](#)

5. Payment options accepted

Payment may be made via Visa, MasterCard, Diners or American Express Cards or by bank transfer into the Kapama Game Reserve (Pty) Ltd bank account, the details of which will be provided on request.

6. Card acquiring and security

Card transactions will be acquired for Kapama Game Reserve (Pty) Ltd via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. DPO PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

7. Customer details separate from card details

Customer details will be stored by Kapama Game Reserve (Pty) Ltd separately from card details which are entered by the client on DPO PayGate's secure site. For more detail on DPO PayGate refer to www.paygate.co.za.

8. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

9. Responsibility

Kapama Game Reserve (Pty) Ltd takes responsibility for all aspects relating to the transaction including accommodation bed nights sold on this website, customer service and support, dispute resolution and delivery of goods.

10. Country of domicile

This website is governed by the laws of South Africa and Kapama Game Reserve (Pty) Ltd chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, 56 Jerome Road, Leopard Court, Lynnwood Glen, 0081, Pretoria, Gauteng, South Africa.

11. Variation

Kapama Game Reserve (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

13. Company information

This website is run by Online Hospitality Marketing (Pty) Ltd based in South Africa trading as Hospitality Online Marketing, Vat number: 290282724 (Massimo Da Silva)

14. Kapama Game Reserve (Pty)n Ltd contact details

Company Physical Address: Kapama Game Reserve – 56 Jerome Road, Leopard Court, Lynnwood Glen, 0081, Pretoria, Gauteng, South Africa. Email: Nicole.walker@kapama.com Telephone: +27 12 368 0600



kapama policy

- All rates are in South African Rands and include VAT. (VAT is determined by SA Government & subject to change)
- The child rate applies to children under 12 years when sharing with two adults
- Whilst every effort is made to accommodate children, Kapama lodges reserve the right to provide alternative meal arrangements for children
- Children under the age of 6 years are not permitted on game drives, except on a specially arranged "bush bumble" safari
- Children between 6 & 12 years are permitted on game drives at the sole discretion of the ranger
- All guests are required to sign an indemnity form on arrival

child policy

- Children of all ages are welcome at Kapama River Lodge, Southern Camp and Karula
- The family unit rate is for a maximum of 2 adults and 2 children under 12 years
- Children under the age of 12 years, sharing with two adults, will pay 50% of the per person rate
- No children under the age of 16 can be accommodated at Buffalo Camp
- All children under 16 must be accompanied by a responsible adult during game drives & bush walks
- Children will be permitted on game drives and walks at the discretion of the ranger
- No children under the age of 6 are allowed on game drives

deposits and settlements

- To secure your booking, the following deposit is required*:

| | deposits | cancellation fees | days to confirm booking |
|-------------------------|----------|-------------------|-------------------------|
| deposits <30 days prior | 100% | 75% | 2 days |
| 30-90 days prior | 25% | 25% | 7 days |
| 90-365 days prior | 10% | 10% | 14 days |
| >365 days prior | 5% | 5% | 30 days |

general

- All terms and conditions, whether general or special, shall be interpreted and take effect according to the laws of South Africa. The Courts of South Africa shall have sole jurisdiction in respect of any claims which may arise between the client and Kapama Private Game Reserve
- Payments to Kapama Game Reserve shall be at rates specified in the Rate Schedule, or as agreed in writing from time to time
- Credit arrangements are on application only. Where no credit facility exists, all reservations shall be settled on a pre-payment basis
- Kapama Private Game Reserve shall not be held responsible for any damage to or loss of any property whether belonging to the client or any of the guests, nor shall Kapama Private Game Reserve be responsible for any personal injury which may be sustained by any guests or by any directors, servants or agents of the client, whether such damage or personal injury be caused by, or arise from the negligence of Kapama Private Game Reserve or its employees or otherwise. The client hereby indemnifies Kapama Private Game Reserve and all its directors, servants or agents of the client in respect of such personal injury, loss or damage
- All guests will be required to settle their accounts for extras on departure. This can be done by credit card or local currency notes. Check in time 14h00, check out time 11h00
- Insurance: We recommend that all guests have sufficient travel insurance to cover injury, medical costs, emergency evacuation, repatriation, loss or damage to personal belongings and cancellation
- Guests are required to sign an indemnity form on arrival
- No pets are allowed