

## General Terms and Conditions

### Rates

- All rates are quoted in South African Rand (ZAR) and include VAT at 15%.
- All rates above are based on a per person sharing per night basis.
- A 50% single supplement are charged
- Children (2 – 14 years) sharing with two adults are charged less 50% of the per person sharing rate
- A contract shall exist between the Client and Kaingo Reserve (Pty) Ltd, once receipt of deposits/full payment has been received and Kaingo Reserve (Pty) Ltd has issued confirmation of the booking. The Laws of the Republic of South Africa shall, in all respects, govern this contract.
- Infants (0 – 2 years) are accommodated free of charge
- Kaingo Reserve (Pty) Ltd reserves the right to amend all tariffs. Confirmed bookings at the time of the change shall be honoured at original rates.

### Tariff Includes

- Three meals per day: full English breakfast, light luncheon and dinner in the open-air boma or thatched dining room (Special bush dinners can be arranged at an extra cost).
- Tea, coffee, cakes, pastries and afternoon teatime snacks.
- Beverages: A selection of drinks including alcoholic beverages are included on the evening game drive sundowner stop.
- Two game drives daily in open safari vehicles, accompanied by experienced rangers.
- Twice daily housekeeping service

### Tariff Excludes

- Exclusive use of game viewer vehicle at Elephant Lodge. (Available at additional cost)
- Telephone calls
- Shop purchases
- Personal bar account, room mini-bar consumables and sundowner drinks
- Laundry
- Child minding service
- Breakages and damages by guests

Proudly Conservationist. Uniquely Waterberg. Incomparably

Tel: +27 73 540 7266 | Email: [reservations@kaingo.co.za](mailto:reservations@kaingo.co.za) | Web: [www.kaingosafari.com](http://www.kaingosafari.com)

Address: Witfontein Road | Vaalwater | South Africa

## General

- No pets allowed
- No Fire arms
- 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 Kaingo Reserve (Pty) Ltd.
- Kaingo Reserve (Pty) Ltd 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 Kaingo 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 Kaingo Game Reserve or its employees or otherwise. The client hereby indemnifies Kaingo Game Reserve and all its directors, servants or agents of the client in respect of such personal injury, loss or damage.
- Guests are required to sign an indemnity form on arrival.
- All guests will be required to settle their accounts for extras, telephone calls, beverages, laundry, etc. 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.
- Smoking is not permitted within any of the Rooms or Public Areas, or on Game Drives.

## Damage by guests

- Kaingo Game Reserve will accept no responsibility for the actions of its clients and reserves the right to terminate the accommodation arrangements of a client who behaves in such a manner that is deemed to be unacceptable or is detrimental to the enjoyment of other guests or the reputation of Kaingo.
- Kaingo reserves the right to claim back from the Client any costs or charges incurred due to damage to the property whether accidentally caused or not.

## Deposit policy

- We require a deposit of 50% in order to confirm the booking.
- 50% Security Deposit Required within 10 working Days if reservation made more than 1 month in advance.

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- 50% Security Deposit Required within 3 working Days if reservation made less than 1 month in advance.
- Difference is payable on arrival.

#### Cancellation terms

- Cancellations/Amendments must be made in writing to [reservations@kaingo.co.za](mailto:reservations@kaingo.co.za)
- Should a confirmed reservation be cancelled; the following cancellation fees will apply to the value of the accommodation booked:
  - Cancellation made more than 30 days prior to arrival forfeits 25% of invoiced value.
  - Cancellation 16-30 days prior to arrival forfeits 50% of invoiced value.
  - Cancellation 0-15 days prior to arrival forfeits 100% of invoiced value.
  - Non-Arrival (No Show) forfeits 100% of invoiced value.

#### Payment policy

- Payment can be made by bank EFT, bank deposit, or credit card transaction.
- Cheque payments are not accepted unless by prior arrangement.
- Payments made by bank deposit are not secured until the amount is cleared into our bank account.
- Should you be paying by credit card, you will need to complete a credit card authorisation form or provide us with your credit card details. Please note that we do not accept American Express.
- Please provide your VAT number, if applicable, for your VAT claim purposes.
- Proof of payment must be emailed to [reservations@kaingo.co.za](mailto:reservations@kaingo.co.za)
- Additional costs incurred during your stay are payable before departure.

#### Children's policy

- Children are welcome at Kaingo.
- Children under the age of 15 years, sharing with two adults, will pay 50% of the per person rate.
- All children under the age of 16 years must be accompanied by a responsible adult during game drives and bush walks.
- Children will be permitted on game drives and walks at the discretion of the Field Guide.
- Children under the age of six years of age will not be permitted on a standard game drive (safari). A separate private game drive vehicle can be secured by families at an additional cost.

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Reservations | Email: [reservations@kaingo.co.za](mailto:reservations@kaingo.co.za) | Tel: +27 73 540 7266  
Kaingo Elephant Lodge | Email: [lodge@kaingo.co.za](mailto:lodge@kaingo.co.za) | Tel: +27 87 150 1326

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- All rooms at Kaingo only allow for a maximum of two people sharing, although children under the age of two years, who sleep in a cot, may occupy the room with their parents. No extra beds will be permitted in rooms.
- Interleading family rooms to be used for children 2 – 14 years old.

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