



THE
SAFARI & WELLNESS EXPERIENCE

TERMS & CONDITIONS

RATES

- Please note that all rates are quoted in ZAR (Rand).
- All rates quoted are subject to change, without prior notice, however rates quoted for confirmed bookings will be honoured.
- Rates are quoted inclusive of VAT at 15%, where applicable.
- All rates are per person, sharing a room, per night.
- Kateka reserves the right to decline a booking in the event that the dates create an unsaleable night in a specific room category or Villa.
- If you wish to guarantee an early arrival or a late departure, you're required to book an additional night.
- Check-in time is 14h00 and check out time is 11h00.

SINGLE TRAVELLERS

- All Suites will have a 25% single supplement.
- Three adults sharing one Suite will not be possible.

CHILDREN

- We accommodate children from the age of 12 years at the main lodge.
- If the entire lodge is booked exclusively, then children of all ages are welcome.
- Children of all ages are welcome at the Villa when booked as Exclusive Use.
- One child (Age 12-18) can be accommodated with their parents in a deluxe Suite only. A rate of 75% of the per person night sharing rate applies.

PROVISIONALS

- Bookings may be held on a provisional basis for a maximum of 14 days, whereafter it should be confirmed otherwise will be released.
- During peak periods, bookings may be held on a provisional basis for a maximum of 7 days.

PAYMENTS

- A 20% non-refundable deposit is required within 7 days to confirm a booking.
- Kateka reserves the right to cancel the reservation should we not receive the deposit within 7 days.
- Full payment is required 45 days prior to arrival. Payments may be made via electronic funds transfer into Kateka's designated bank account, this is our preferred method of collections.
- We accept American Express, Visa and MasterCard via our secure online link.
- Regrettably, we do not accept travellers cheques.
- Guests who depart prior to their reserved departure date, will incur a 100% penalty on the remaining nights.

Cancellations:

- 60-45 days: 20% of full amount
- 44-30 days: 50% of full amount
- 29-0: 100% of full amount
- Cancellation includes a date change or a reduction in number of rooms or nights, of a confirmed reservation. Cancellations will be handled on a case-by-case basis.
- Booking amendments will be at management's discretion.
- Conservation levies are fully refundable on cancelled bookings. All cancellations must be received in writing.

PAYMENTS FOR GROUPS AND EXCLUSIVE USE

- A booking of 8 or more guests is classed as a group booking.
- A 20% non-refundable deposit is required within 7 days to confirm the booking.
- Full payment is required 90 days prior to arrival.
- Guests who depart prior to their reserved departure date, will incur a 100% penalty on the remaining nights.

Cancellations:

- 90-45 days: 50% of full amount
- 44-0 days: 100% of full amount

PRIVATE VEHICLES

- A private vehicle may be requested at a rate of R18 000 per day (subject to availability) and can only be confirmed on arrival.

FLIGHTS AND SERVICES

- Kateka provides a service in booking scheduled or chartered flights to Eastgate and/or Civil Airport (Hoedspruit) and acts as an intermediary in this regard.
- Due to the fluctuations in fuel costs, airlines may increase their fuel surcharge, in which case the increase is to be absorbed by the client. Kateka will not be accountable for any such fluctuations beyond its control.
- The airfare and airport tax quoted are current and are subject to change without prior warning, should the airline impose an increase for any reason. Fares and taxes may increase between time of making a reservation, time of payment and time of the ticket being issued.
- Kateka will not be held responsible should any airline discontinue flights or change a scheduled timetable which may result in a missed connection.

VISA AND PASSPORTS

- All travellers require a passport valid for 6 months after arrival as well as at least 2 blank visa pages in your passport for travel.
- It is the guests' responsibility to ensure that their particular Visa requirements are correct before departure.
- The Department of Home Affairs in South Africa requires all passengers to have specific documentation prior to travel.

INSURANCE

- Guests are encouraged to ensure that they have taken out adequate Travel Insurance which covers personal items, personal accident, medical and emergency travel expenses, as well as cancellation and curtailment.

HEALTH

- Many of our staff are first aid trained and we keep advanced medical equipment on site and on our game drive vehicles.
- Africa Safe-T work with us on all medical or emergency related issues and they provide paramedics who are on call 24/7.

PRIVACY

- At Kateka, we are committed to protecting the privacy and security of the personal information that you share with us.
- Personal Information which we collect from you will be processed by Kateka and may be shared with our trade partners for purposes of facilitating your booking and the services we provide to you.
- By engaging with Kateka via electronic mail, continuing to use our website, on our guest indemnity form, or accessing and using our services, you acknowledge and consent to the processing of your Personal Information as provided for herein.

FORCE MAJEURE

- "Force Majeure" means any event or act of God which is beyond a party's reasonable control, which it could not reasonably have foreseen, or which was foreseen and which, having arisen, that party could not avoid or overcome by taking all reasonable steps to do so and which event renders it impossible for a party to perform its obligations in terms of these Terms and Conditions and/or any Agreement concluded with a Counterparty, in part or at all, including but not limited to, acts or omissions of any government, government agency, provincial or local authority or similar authority, any laws or regulations having the force of law, civil strife, riots, insurrection, sabotage, acts of war or public enemy, legal and illegal strikes, interruption of transport, lockouts, acts of God, plague, epidemics, pandemics, official declared state of emergency or national disaster, embargoes, sanctions, fire, flood, storms, tempest or earthquake.