JABULANI
TERMS & CONDITIONS
2026/2027



GENERAL TERMS & CONDITIONS

GENERAL:

- All terms and conditions, 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 Jabulani Collection (Pty) Ltd.
- Payment to Jabulani Collection (Pty) Ltd shall be at rates specified in the Rate Schedule, or as agreed in writing from time to time.
- Jabulani Collection (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 Jabulani Collection (Pty) Ltd 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 caused by Jabulani Collection (Pty) Ltd or its employees or otherwise. The Client hereby indemnifies Jabulani Collection (Pty) Ltd and all its directors, servants and agents against any claim of whatsoever nature that may be made against Jabulani Collection (Pty) Ltd by any of the guests or any of the directors, servants or agents of the Client in respect of such personal injury, loss or damage.

CHILD POLICY:

- Maximum 1 child ages 6 and above can share with 2 adults in a Superior suite.
- Children from age 6 can be accommodated in the Superior Suites and Two-Bedroom Suite, sharing with adults.
- All ages are welcome in Villa Zindoga.
- Parents are responsible for the safety of their own children.
- Minimum age of 6 years for the elephant experience, but it is also at the discretion of the ranger/Elephant Manager.
- All children, under the age of sixteen, must be accompanied by a responsible adult during game drives, bush walks and elephant activities.

SALIENT TERMS & CONDITIONS:

- Rates are quoted in South African Rands, inclusive of taxes and are commissionable to registered travel trade companies as per the rate schedules or as communicated in writing.
- Under no circumstances shall Jabulani Collection (Pty) Ltd be held responsible for any losses or damages suffered by any Client as a result of the failure by any of its own clients/customers to perform his/her obligations to the Client, nor shall Jabulani Collection (Pty) Ltd be obliged to refund to the client, any payments or pre-payments in the event of the Client's failure to collect fees or other payments from any of its clients customers.
- Check-in time is from 14:00, and check-out time is 11:00. Earlier check-in times, if requested, will be considered subject to the availability of rooms. In all instances, expected time of arrival must be advised.
- All guests will be required to settle their accounts for extras, telephone calls, spa treatment, etc. on departure. This can be done by credit card or local foreign currency notes.

TERMS AND CONDITIONS:

- Full payment 45 days prior to arrival.
- A 25% cancellation fee is applicable if cancelled 31-45 days prior to arrival.
- A 50% cancellation fee is applicable if cancelled 15-30 days prior to arrival.
- A 100% cancellation fee is applicable if cancelled 1-14 days prior to arrival.

* **Jabulani reserves the right to change the terms and conditions as needed.**
** Reservations have a minimum stay of 2 nights.
** For reservations between 18 December and 10 January, we require 10% non-refundable deposit. Final balance is due 60 days prior to arrival.

BOOKING SCHEDULE:

- Bookings will be held on a provisional basis for 14 days only.
- We reserve the right to cancel bookings should full payment not be received within 45 days prior to arrival.
- Full payment is required within 48 hours for short-lead time bookings.
- For exclusive use of lodge bookings, a 20% non-refundable deposit is due on confirmation of the booking.

DIRECT DEPOSITS:

Account Holder:	Jabulani Collection (Pty) Ltd
Bank:	First National Bank
Branch No.:	210835
Account No.:	62882171277
Swift Code:	FIRNZAJJ

- NB: Copies of the deposit slip, reservation number as well as appropriate guest or group details must be mailed to Jabulani's Central Reservations' office to confirm payment and to update records.
- All credit card payments; Jabulani will send a payment link and payments are processed by the client directly on PayStack. The standard PayStack processing fee of 2,9% will apply. Valid cards are American Express, Visa and MasterCard. This also applies to payment for extras at Jabulani if not done by the cardholder personally.

We reserve the right to cancel reservations should full payment not be made in time. We reserve the right to change and/or amend any rates, promotions, experiences, inclusions, restrictions or policies provided for within this contract and its addendums, at any time.

Cancellations are only valid if received in writing.

Travel Insurance – We highly recommend that all visitors are covered by a comprehensive travel insurance to protect them in the event of unforeseen cancellation. Such insurance should also cover emergency medical care requirements and evacuation.

IMPORTANT NOTICE:
Please note that Jabulani is situated in a low-risk-malaria-area. We recommend that all our guests consult their medical practitioner regarding anti-malaria prophylactics.

I confirm that I am duly authorized to enter into this agreement, have read and understood the terms and conditions above and regard myself bound by them.

Tour Operator/Travel agent: _____

Commission Structure: _____

Operator Representative's Full Name: _____

Designation within company: _____

Signature: _____

CENTRAL RESERVATIONS:
T: +27 12 460 7348 / +27 78 089 5661 | RES@JABULANISAFARI.COM | VISIT JABULANISAFARI.COM

OFFICE HOURS:
08H00-21H00, MONDAY TO FRIDAY.
SHOULD YOU WISH TO MAKE A RESERVATION AFTER HOURS, PLEASE CONTACT JABULANI DIRECTLY.

JABULANI (LODGE DIRECT):
T: +27 15 793 1261 / +27 82 922 0120 FRONTOFFICE@JABULANISAFARI.COM

RELAIS & CHATEAUX

MICHELIN
2025