DIRECT GUEST BOOKING TERMS & CONDITIONS
2027 | Bundox Safari Co

Effective date	1 January 2027	**Version**	1.0
Applies to	Direct guest bookings	**Currency**	As quoted per booking
Contact	reservations@bundox.co.za	**Website**	www.bundox.co.za

IMPORTANT: A booking is only secured once Bundox Safari Co has issued written confirmation and the required payment has been received. By confirming or paying for a booking, the person making the booking accepts these Terms & Conditions on behalf of all guests included in the reservation.

1. SCOPE AND APPLICATION

These Terms & Conditions govern direct reservations made with Bundox Safari Co by a guest, family member, organiser or other person booking directly for accommodation, safari activities, transfers or related services. They form part of every quotation, itinerary, pro-forma invoice and booking confirmation issued by Bundox Safari Co.

The terms apply, where relevant, to Bundox Explorer Camp, Khanya Tented Camp and Amava River Lodge in South Africa, and to Mankwe Tented Retreat and Acacia Camping in Botswana, together with any transfer, activity or third-party service arranged through Bundox Safari Co.

If a booking confirmation, special offer or property-specific written condition expressly differs from these Terms & Conditions, the specific written condition applicable to that booking will prevail to the extent of the inconsistency.

2. DEFINITIONS

Term	Meaning
Booking	a reservation for accommodation, activity, transfer or other service, whether made manually or online.
Booking Guest / Client	the person who makes, confirms or pays for the booking and who is responsible for communicating these terms to all guests in the reservation.
Guest	every person travelling or staying under the booking.
Reservation Value	the total amount confirmed for the booking, including accommodation and any compulsory levies, and excluding optional extras not yet added.

Term	Meaning
Business Day	Monday to Friday, excluding South African public holidays, unless the booking confirmation specifically states otherwise.
Property	any Bundox Safari Co accommodation establishment, retreat, camp or campsite included in the booking.
Supplier	an independent third-party provider used for transfers, flights, activities, permits or other services.
Force Majeure Event	an event beyond reasonable control that materially prevents or disrupts performance, including severe weather, flood, fire, natural disaster, epidemic or pandemic, civil unrest, strike, government restriction, road or reserve closure, or similar event.

3. BOOKING REQUESTS, QUOTATIONS AND CONFIRMATION

3.1 All booking requests, confirmations, amendments and cancellations must be made in writing, including by email or through an approved Bundox online booking channel.

3.2 A quotation or itinerary is not a confirmed booking and does not guarantee availability unless Bundox has expressly placed the space on provisional hold.

3.3 A booking becomes confirmed only when Bundox Safari Co has issued written confirmation and the required deposit or full payment has been received within the stated deadline.

3.4 Bundox Safari Co may decline or release a booking where required information or payment is not received within the stipulated time.

3.5 The Booking Guest must check all names, dates, room or tent types, occupancy, services and pricing immediately on receipt of the itinerary or invoice. Any discrepancy must be reported promptly in writing.

3.6 Special requests, including bed configuration, dietary needs, celebrations and accessibility requirements, are subject to availability and are only guaranteed where specifically confirmed in writing.

4. PROVISIONAL RESERVATIONS

Unless otherwise stated in writing, provisional direct bookings may be held as follows:

Time before arrival	Standard provisional hold
0–30 days	7 days
31–60 days	14 days
61 days or more	21 days

4.1 Provisional space may be released automatically when the hold period expires, without further notice, unless Bundox confirms an extension in writing.
4.2 Extensions are at Bundox Safari Co's discretion and remain subject to availability. If another confirmed request is received for the same space, Bundox may require the Booking Guest to confirm and pay within a shorter deadline or release the space.

5. RATES, TAXES AND PRICE CHANGES

5.1 Rates are quoted in the currency stated on the quotation or rate sheet and include VAT where applicable, unless expressly stated otherwise.
5.2 Rates are based on the occupancy, meal plan, inclusions and dates stated in the confirmation. Any change to guest numbers, rooming, dates or services may result in a revised rate.
5.3 Compulsory conservation, bed, park, concession, community, government or similar levies are payable as stated and may be changed by the relevant authority. Where a government, reserve, concession or third-party fee increases after confirmation and the increase is outside Bundox Safari Co's control, the additional amount may be passed on to the guest to the extent permitted by law.
5.4 Special offers may carry separate conditions and may not be combined unless expressly authorised in writing.

6. PAYMENT TERMS

6.1 A 50% deposit is payable within 48 hours of confirmation to secure the booking, unless the written confirmation specifies different terms.
6.2 The balance is due 30 days before arrival.
6.3 Where a booking is made within 45 days of arrival, full payment is due on confirmation.
6.4 Payments must be made in full, free of bank charges, card fees, intermediary fees or exchange shortfalls unless Bundox has agreed otherwise in writing.
6.5 Failure to pay by the due date may result in the booking being released or cancelled without Bundox Safari Co being liable for resulting losses.
6.6 Credit card chargebacks or payment reversals do not constitute a valid cancellation. Any cancellation must still be made in writing and remains subject to the cancellation policy.

7. CANCELLATION, AMENDMENTS, NO-SHOWS AND EARLY DEPARTURES

7.1 Cancellations and material amendments are effective only when received and acknowledged by Bundox Safari Co in writing.
7.2 Unless a special offer, group booking or third-party service carries stricter written conditions, the following cancellation charges apply on a confirmed booking:

Cancellation timing	Charge
More than 60 days before arrival	15% of the deposit as an administration fee
46–60 days before arrival	15% of the deposit
31–45 days before arrival	70% of the Reservation Value
30 days or less before arrival	100% of the Reservation Value

7.3 No refunds are payable for no-shows, unused services, late arrival, missed activities caused by the guest, or early departure. A room or tent may be released after 23:59 on the confirmed arrival date if the guest has not arrived and has not made prior arrangements.
7.4 Changes requested by the guest are subject to availability and may attract revised rates, supplier charges or cancellation fees. A date change is not automatically a free cancellation and rebooking.
7.5 Third-party services may carry stricter cancellation or amendment rules. Those supplier charges will be passed on where applicable and will be disclosed where reasonably available.
7.6 Cancellation fees will be applied subject to any mandatory rights available to the consumer under applicable law, including the Consumer Protection Act 68 of 2008 where applicable.

8. GUEST INFORMATION, IDENTIFICATION AND INDEMNITIES

8.1 Complete and accurate guest information must be supplied before arrival, including full names, nationality, identification or passport details, dietary requirements, allergies, relevant medical information, emergency contact details and any mobility or accessibility requirements.
8.2 Guests may be required to present original identification or passports at check-in and to complete or sign guest registration, indemnity and activity forms.
8.3 The Booking Guest is responsible for ensuring that all guests in the reservation are aware of these Terms & Conditions and comply with property and reserve rules.
8.4 Failure to disclose information that materially affects safety, access, dietary preparation, activity suitability or legal compliance may result in a service being refused or modified without refund where reasonably necessary for safety or compliance.

9. CHILD AND FAMILY POLICY – SOUTH AFRICAN SAFARI CAMPS

This clause applies to Bundox Explorer Camp, Khanya Tented Camp and Amava River Lodge.

- Children under 12 years of age are not permitted at these camps.
- Children aged 12 to 16 years are permitted at all three camps.
- Where a travelling party includes a child aged 12 to 16 years and consists of fewer than 6 guests from the same group, a private game-viewing vehicle is compulsory and must be booked at an additional cost.
- Where the travelling party consists of 6 or more guests from the same group, a dedicated game-viewing vehicle will be allocated at no additional cost, subject to vehicle capacity, availability and operational requirements.
- Guests under 16 years of age may not participate in bush walks.
- The camps are situated in wildlife areas and are semi-fenced. Children must be closely supervised by a parent or legal guardian at all times.
- A parent or guardian remains responsible for the conduct and safety of the child, including compliance with guide, camp and reserve instructions.

10. MANKWE TENTED RETREAT – FAMILY AND OPERATING CONDITIONS

Mankwe Tented Retreat is an unfenced safari property in Botswana. The following additional conditions apply:

- Children of all ages may be accepted, subject to the rooming arrangements and child rates shown in the applicable Mankwe rate sheet or booking confirmation.
- Children must share with a parent or responsible adult guardian where required by the booked tent configuration.

- Participation by children under 12 years of age in game drives or other safari activities is at the sole discretion of management and the safari guide, taking account of safety, wildlife conditions and the other guests on the activity.
- Children must be supervised by a parent or guardian at all times. Property-specific restricted areas, including any adult-only pool, bar or similar area, must be respected.
- Mankwe is off-grid and situated in a remote wildlife area. Electricity, communications, water-based activities, road access and activity schedules may be affected by weather, seasonal water levels and operational conditions.
- Where two safari experiences per day are included in the booked package, the actual combination of experiences is determined by availability, season, safety and operating conditions.

11. ACACIA CAMPING – SPECIAL CAMPSITE CONDITIONS

Acacia Camping is a self-drive, unfenced, off-grid bush camping experience in Botswana. In addition to the general terms, the following conditions apply:

- Children of all ages may be accommodated, subject to the child pricing stated in the applicable rate sheet. Children must be under direct adult supervision at all times.
- A suitable 4x4 vehicle is required because access roads are sandy and conditions may change seasonally. The guest is responsible for ensuring that the vehicle is suitable, roadworthy and adequately equipped.
- Guests must check in at the designated Mankwe reception or other point stated in the confirmation before proceeding to the campsite.
- Guests are responsible for bringing their own tents, bedding, camping equipment, food where not otherwise arranged, and sufficient safe drinking water. Campsite water must not be assumed to be potable unless specifically confirmed.
- The campsites have basic bush facilities only. There is no electricity or guest power supply at the campsites. Hot water for bucket showers is dependent on the campsite fire-heating system and responsible guest use.
- Guests must comply with the occupancy and vehicle limits stated for the allocated campsite. Additional guests or vehicles may be refused or charged separately.
- Open fires are permitted only in designated fireplaces or braai areas and must never be left unattended. Guests are responsible for extinguishing fires fully and complying with any fire restriction imposed by management or authorities.
- Wild animals move freely through the camping area. Food, refuse and scented items must be stored responsibly, and no guest may feed, approach or provoke wildlife.
- Safari activities may be booked separately, subject to availability. Pre-booking is recommended because activities cannot be guaranteed on arrival.

12. GROUPS, EXCLUSIVE USE AND PRIVATE VEHICLES

12.1 For Bundox Explorer Camp, Khanya Tented Camp and Amava River Lodge, a group is defined as 8 or more guests travelling under the same booking. Mankwe group definitions may differ and will be stated in the applicable quotation or rate sheet.

12.2 Exclusive-use requests are subject to camp capacity, availability and written confirmation of the applicable rate and operating arrangements.

12.3 Private vehicle requests are subject to availability and vehicle capacity and must be pre-booked. A private vehicle fee applies unless the booking confirmation expressly states that the vehicle is included or complimentary.

13. CHECK-IN, CHECK-OUT AND ARRIVAL ARRANGEMENTS

13.1 Standard check-in is from 14:00 and check-out is by 10:00 unless the confirmation states otherwise.
13.2 Early check-in and late check-out are subject to availability and may attract an additional charge.
13.3 Guests must follow the gate, meeting-point, transfer and access instructions supplied before travel. Late arrival, missed gate times or failure to follow access instructions may result in additional transfer, escort or after-hours charges.
13.4 Remote reserve and Botswana access times are affected by road conditions, wildlife, seasonal water, sand and reserve rules. Guests should allow sufficient travel time and should not rely solely on generic map applications for final access instructions.

14. ACTIVITIES AND SAFARI OPERATIONS

14.1 Included activities are those specifically listed in the confirmed itinerary or rate basis. At the South African safari camps, the standard full-board safari programme generally includes two scheduled game drives per day unless otherwise stated.
14.2 Optional activities, including Olifants River boat cruises, sleep-outs, bush walks, water activities, helicopter experiences, private vehicles or third-party excursions, must be booked separately unless expressly included.
14.3 All activities are subject to availability, weather, wildlife conditions, water levels, reserve rules, safety considerations, minimum ages, fitness requirements and guide discretion.
14.4 The guide, camp manager, reserve management or activity supplier may alter, postpone or cancel an activity where reasonably necessary for safety, wildlife management, weather, road conditions or operational requirements.
14.5 No refund is due where a guest elects not to participate in an activity that is operating as scheduled, arrives too late to participate, or is excluded because the guest does not meet a disclosed safety, age or fitness requirement.

15. WILDLIFE, REMOTE-AREA AND INHERENT RISKS

Guests acknowledge that safari travel, unfenced or semi-fenced camps, wilderness areas, rivers, boats, open safari vehicles, bush walks and remote roads involve inherent risks that cannot be eliminated entirely. These include encounters with wild animals, insects, reptiles and other wildlife; uneven terrain; fire; weather; flood; water hazards; limited lighting; limited communications; delayed emergency response; and travel on unsealed or seasonally affected roads.

Guests must comply immediately with all reasonable safety instructions from guides, trackers, camp staff, reserve personnel and activity providers. A guest who disregards safety instructions, behaves unlawfully, threatens the safety or enjoyment of others, damages property or places wildlife at risk may be removed from an activity or property without refund, to the extent permitted by law.

16. HEALTH, FITNESS AND MEDICAL INFORMATION

16.1 Guests are responsible for ensuring that they are medically fit for the booked journey and activities and for obtaining appropriate professional advice regarding medication, vaccinations, malaria or other prophylaxis, pregnancy, mobility and travel in remote areas.
16.2 Relevant medical conditions, severe allergies, mobility limitations, dietary allergies and the need for electrically powered medical equipment must be disclosed before travel so that Bundox can assess whether reasonable arrangements are possible.

16.3 Guests must carry sufficient prescribed medication for the journey and should allow for possible travel delays.
16.4 In a medical emergency, Bundox may seek medical, evacuation or other assistance where reasonably necessary. All medical, evacuation, repatriation and related costs remain for the guest's account unless covered by the guest's insurer or another responsible party.

17. TRAVEL DOCUMENTATION AND BORDER REQUIREMENTS

Guests are solely responsible for passports, visas, permits, parental consent documentation, vehicle documents, cross-border authorisations, insurance certificates, vaccination documentation and any other entry or travel requirements applicable to South Africa, Botswana or any transit country. Bundox Safari Co is not liable where a guest is refused entry, delayed or unable to travel because required documentation is incomplete or invalid.

18. TRAVEL INSURANCE

Comprehensive travel insurance is strongly recommended for every guest and should include, as appropriate, cancellation or curtailment, emergency medical treatment, medical evacuation, repatriation, personal accident, baggage, personal effects and delays. The cost of insurance and the adequacy of cover remain the guest's responsibility.

19. THIRD-PARTY SUPPLIERS

19.1 Bundox Safari Co may arrange services supplied by independent third parties, including transfer companies, airlines, boat operators, activity providers and reserve or park authorities.
19.2 Third-party services may be subject to the supplier's own terms, availability, operational rules and cancellation conditions. Bundox will make the supplier's identity or relevant conditions available on reasonable request where practicable.
19.3 To the extent permitted by law, Bundox Safari Co is not responsible for an independent supplier's act or omission where Bundox has exercised reasonable care in selecting or arranging that supplier.

20. FORCE MAJEURE AND OPERATIONAL CHANGES

20.1 Bundox Safari Co will not be liable for delay, alteration or failure to perform caused by a Force Majeure Event or by a reserve, park, government or safety decision outside Bundox Safari Co's reasonable control.
20.2 Where possible, Bundox will first seek a reasonable alternative, postponement, credit, substitution or revised itinerary, taking account of supplier terms, availability and applicable consumer law.
20.3 Any additional costs arising from a guest's onward travel, flights, accommodation, visas, meals, communications or other arrangements remain for the guest's account unless Bundox is legally responsible for those costs.

21. LIABILITY AND RESPONSIBILITY

21.1 Nothing in these Terms & Conditions excludes or limits any liability that cannot lawfully be excluded or limited.
21.2 Subject to applicable law, Bundox Safari Co is not liable for indirect or consequential loss, loss caused by a guest's own act or omission, failure to follow safety instructions, loss arising from inaccurate information supplied by the guest, or loss caused by an independent event or supplier outside Bundox Safari Co's reasonable control.

21.3 Guests remain responsible for their personal belongings. Safes or secure storage should be used where provided. Any loss, theft or damage should be reported promptly to camp management.
21.4 The Booking Guest is responsible for damage caused deliberately or negligently by any person in the booking and may be charged the reasonable repair, replacement or cleaning cost.

22. GUEST CONDUCT, PROPERTY RULES AND PROHIBITED BEHAVIOUR

- No pets are permitted unless Bundox has expressly authorised an assistance animal or other exception in writing and applicable law requires or permits it.
- Smoking is permitted only in designated areas. Smoking in tents, rooms, safari vehicles or other prohibited areas is not permitted.
- Feeding, touching, provoking or approaching wildlife is prohibited.
- Littering, excessive noise, unlawful conduct, harassment, threatening behaviour and deliberate damage are prohibited.
- Alcohol, cannabis or intoxicating substances may not be used during safari activities where prohibited by the guide, supplier or applicable law. A guest who appears impaired may be refused participation for safety reasons.
- Firearms, drones and specialist equipment may only be brought onto a property where expressly permitted in advance and subject to applicable law and reserve rules.

23. PERSONAL INFORMATION AND PRIVACY

Bundox Safari Co may collect, store and use personal information reasonably required to administer the booking, comply with legal obligations, protect guest safety and deliver services. Personal information will be handled in accordance with applicable data-protection law, including the Protection of Personal Information Act 4 of 2013 where applicable. Information may be shared with relevant properties, suppliers, authorities or emergency providers only where reasonably required for the booking, safety, legal compliance or service delivery.

24. COMPLAINTS AND SERVICE CONCERNS

Any concern that can reasonably be addressed during the stay should be reported promptly to the lodge or camp manager so that Bundox has an opportunity to investigate and resolve it. Any unresolved written complaint should be sent to Bundox Safari Co as soon as reasonably possible after the stay, with the booking reference and relevant supporting information.

25. GOVERNING LAW, SEVERABILITY AND GENERAL TERMS

25.1 The booking contract with Bundox Safari Co is governed by the laws of the Republic of South Africa, subject always to any mandatory law that applies to services physically provided in Botswana or another jurisdiction.
25.2 If any provision is found to be invalid or unenforceable, the remaining provisions remain in force to the fullest extent permitted by law.
25.3 A failure or delay by Bundox Safari Co to enforce a provision does not constitute a permanent waiver of that provision.
25.4 Bundox Safari Co may update these Terms & Conditions for future bookings. The version incorporated into an already confirmed booking will continue to apply unless a change is required by law or is agreed in writing.

26. RESERVATIONS CONTACT AND OFFICE HOURS

Reservations: reservations@bundox.co.za | +27 (0) 72 523 2796 | www.bundox.co.za

Reservations Office Hours

For direct bookings and reservation enquiries, our Reservations Office is available:

Monday – Friday:	07:00 – 16:00
Saturday:	07:00 – 12:00
Sunday & Public Holidays:	Closed

Our online booking facility is available 24/7 for guests who wish to check availability and book directly outside office hours.

Enquiries received outside office hours will be attended to on the next working day.

27. EMERGENCY NUMBERS & CAMP DETAILS

Amava River Lodge:
+27 (0) 71 888 3010
iBrochure: https://wetu.com/iBrochure/en/Launch/28850_315260/amava_river_lodge/Landing

Bundox Explorer Camp:
+27 (0) 83 564 5961
iBrochure: https://wetu.com/iBrochure/en/Launch/28850_254294/bundox_explorer_camp/Landing

Khanya Tented Camp:
+27 (0) 60 581 1065
iBrochure: https://wetu.com/iBrochure/en/Launch/28850_363476/khanya_tented_camp/Landing

PLEASE NOTE: These Terms & Conditions should be read together with the confirmed itinerary, property fact sheet, applicable rate sheet and any special written conditions attached to the booking. We strongly recommend that the final document is reviewed periodically as rates, reserve rules, taxes, supplier conditions and legal requirements change.