

MATUMI DESTINATIONS TERMS AND CONDITIONS

BOOKINGS

Online Bookings

- When booking online, the client will be directed to a booking platform for the desired safari package. This platform includes details such as International or South African guest, number of adults, number of children (under the age of 12 years), dietary requirements (if applicable), etc.
- Once the client has filled in all required fields and added any additional information (if applicable), the total payable amount for the safari will be displayed at the bottom of the booking platform. The client can then select the prompt to be directed to a secure online payment platform to make payment.
- Please note that ID or Passport copies are required to confirm citizenship of clients for booking purposes.

Enquiry Form Bookings

- Clients may use an enquiry form to get in contact with Matumi Destinations PTY Ltd, in order to secure their booking through our Bookings Department. When using the website, the client will locate the enquiry form on the desired safari package page. The client can then fill out all required fields and any additional information (if applicable) and then follow the prompt to submit the enquiry form.
- Once an enquiry form is submitted, the client will receive a response from the Bookings Department to the information details filled out on the enquiry form. The response will acknowledge receipt of the enquiry form and the details thereof.
- One of the booking agents will then directly contact the client to engage with them regarding the safari chosen and finalise / confirm the details. An invoice will then be generated and sent to the client for payment via EFT (Electronic Funds Transfer).
- Please note that ID or Passport copies are required to confirm citizenship of clients for booking purposes.

Direct Email Bookings

- Clients are welcome to contact Matumi Destinations PTY Ltd directly via email for bookings. The email address to be used is bookings@matumidestinations.com
- An email can be sent through with the details of the safari required and the Bookings Department will then engage with the client to confirm the safari and generate a quotation.
- We encourage clients to use their surname, type of safari package and the date as the subject for the email for ease of reference.
- Once the safari details and quotation have been confirmed between the client and Bookings Department, an invoice will be generated and sent to the client for payment.
- Please note that ID or Passport copies are required to confirm citizenship of clients for booking purposes.

PAYMENTS RELATED TO DAY ACTIVITIES

Online Payments

- When booking using the online payment platform, the total safari amount will be payable on confirmation of your booking. This relates to all safari packages (***please note that for the Full Day Kruger Park Safari only, conservation fees are excluded from the safari cost***).
- Once payment is received by Matumi Destinations PTY Ltd, a confirmation email will be sent to the contact information supplied at the time of booking. Matumi Destinations PTY Ltd does have processes in place to make sure booking details are correct, however, we request that clients check the details sent through on the confirmation email as well. Should a discrepancy be found by a client, relating to the booking details, we request that Matumi Destinations PTY Ltd are notified immediately via email (email address: bookings@matumidestinations.com)

EFT Payments

- All EFT payments are required to be settled in full within 7 calendar days of invoicing, unless agreed to otherwise, in writing, by Matumi Destinations PTY Ltd.
- Matumi Destinations PTY Ltd requests that clients use the reference detail supplied on the invoice as the EFT payment reference (this allows the Accounts Department to trace payments efficiently and effectively).
- Should payment not be received within the prescribed time frame, as stipulated by Matumi Destinations PTY Ltd, the booking will be declined on our system.
- All invoice amounts must be settled in full prior to confirmation of the safari.

Conservation Fees

- Kruger Park Full Day Safaris are charged excluding SANParks conservation fees. The reason for this is that these fees may be subject to change and so payment of these conservation fees are carried out 14 days prior to the date of the safari.
- All clients that have a confirmed booking for a Kruger Park Full Day Safari will be notified of the conservation fee payment upfront, when making their booking.
- All clients that have a confirmed booking for a Kruger Park Full Day Safari will be invoiced for the required conservation fees, 30 days prior to the date of the safari. These fees are payable 14 days prior to the date of the safari.
- Should clients not settle the relevant conservation fees when due, the client will be required to settle the fees directly at SANParks gate when entering the Kruger National Park.
- Please note that Matumi Destinations PTY Ltd advises against settling conservation fees on the day of the safari at the entrance gate, due to delays which can impact the client and other guests on the safari. By paying the conservation fees timeously, the safari vehicle can enter the Kruger National Park without delay and our guests can enjoy their safari without administrative hassles.
- ***Please note that ONLY the Kruger Park Full Day Safari has separate conservation fees payable due to these fees being subject to change. All other packages and safari's conservation fees are included in the upfront cost.**

PAYMENTS RELATED TO ACCOMMODATION

Payment Terms for Bookings

- Accommodation may be booked up to 11 calendar months prior to arrival
- On confirmation of availability of a requested booking, a 25% deposit is required to secure said booking
- 90 days prior to arrival the balance of the outstanding amount is payable on invoicing (i.e.: 75% payment balance)
- The full amount payable must be settled in full as per the payment terms or the booking will be cancelled
- Should a booking be requested and confirmed by Matumi Destinations PTY LTD within 90 days of arrival, the full amount payable must be paid to secure said booking
- Matumi Destinations PTY LTD will not be held liable for any loss of funds and/or bookings due to non-compliance of the stated payment terms; and also any other circumstance which is not in direct control of Matumi Destinations PTY LTD

Online Payments

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- Once payment is received by Matumi Destinations PTY Ltd, a confirmation email will be sent to the contact information supplied at the time of booking. Matumi Destinations Pty Ltd does have processes in place to make sure booking details are correct, however, we request that clients check the details sent through on the confirmation email as well. Should a discrepancy be found by a client, relating to the booking details, we request that Matumi Destinations PTY Ltd are notified immediately via email (email address: bookings@matumidestinations.com)

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- Should payment not be received within the prescribed time frame, as stipulated by Matumi Destinations PTY Ltd, the booking will be declined on our system.
- All invoice amounts must be settled in full prior to confirmation of the safari.

CANCELLATIONS AND REFUNDS

- Cancellation of all bookings must be in writing and is only effective on the receipt of said written notice by Matumi Destinations PTY LTD
- Matumi Destinations PTY Ltd reserves the right to carry out refunds to clients on the following basis:
 - Cancellation within 90 days or more from date of arrival = Full Refund
 - Cancellation within 60 days or under 90 days of date of arrival = 75% Refund
 - Cancellation within 45 days or under 60 days of date of arrival = 50% Refund
 - Cancellation within 30 days or under 45 days of arrival = 25% Refund
 - Cancellation under 30 days of date of arrival = No refund

CHILDREN POLICY FOR SAFARIS

- Matumi Destinations Pty Ltd implements an age limit to certain safaris based on experience and guest satisfaction. We will help guide clients to book the correct safari based on personal details, whether this is for clients with young children or clients with no children joining them on safari. Matumi Destinations PTY Ltd is committed to providing satisfaction for all of our valued clients.
- Privately booked safaris (where the safari is booked for sole use as per the booking options), there is no age limit on any of Matumi Destinations PTY Ltd safaris. However, based on experience we do recommend that a minimum age of 6 years and older is considered when booking a Kruger Park Full Day Safari due to the duration of this safari. It is the prerogative of the client to determine this when booking a private Kruger Park Full Day Safari. The other safari options have a shorter duration and so there is no recommended age.
- Open safaris (expressed as Open to Others on the website) do carry a minimum age requirement for children. The minimum age for ALL Open safaris is 6 years and older.

INDEMNITY FORMS

- All clients are required to sign indemnity forms before being taken on safari.
- The indemnity form will be in electronic format.
- All dependants will require an adult to sign an indemnity on their behalf.
- If there is no accepted / signed indemnity, the client cannot attend the safari.

SAFARIS

- It is to be noted that Matumi Destinations PTY Ltd safaris take place in areas where dangerous animals occur.
- All guides are registered and qualified to transport clients on South African National Roads.
- Guides are registered and qualified to carry out guided safaris, as stipulated by the local authority.
- Guides have the authority to make decisions relating to safety of clients, as well as client satisfaction.
- Guides are to be consulted if a client requires such consultation during a safari.
- Guides must be notified of anything which may cause damage or harm to clients or property of Matumi Destinations PTY Ltd.
- Guides are present to help clients in any way possible, within the bounds of their duties and abilities.
- The local authority presiding over the various properties / landscapes on which Matumi Destinations PTY Ltd are allowed to traverse have sole right to determine ongoing related to these areas.
- Safaris take place regardless of prevailing weather conditions, unless such conditions are deemed dangerous, according to the local authority.
- Clients are requested to be aware and courteous to other clients during safaris.
- Clients are requested to be present at the pre-arranged meeting point for the safari, prior to departure time. Guides will wait only for an additional 15 minutes after the agreed departure time, should a client/s be delayed. We urge clients to contact Matumi Destinations PTY Ltd directly should a situation arise where they will not be available at the agreed time.
- Clients that are collected from their accommodation, as per a pre-arranged agreement with Matumi Destinations PTY Ltd, are requested to be ready at the agreed time. Guides will wait only for an additional 15 minutes after the agreed departure time, should a client/s be delayed. We urge clients to contact Matumi Destinations PTY Ltd should a situation arise where they will not be available at the agreed time.

EQUIPMENT RENTAL

- Equipment rented by the client remains the property of Matumi Destinations PTY Ltd.
- Equipment will be handed to the client in good working condition.
- It is the responsibility of the client to notify the person in charge of the safari if there is a problem with the equipment. Please note that the person in charge may not have the immediate capability or tools to repair equipment, should there be a malfunction or breakage.
- Equipment is to be handled with due care by the client and returned to Matumi Destinations PTY Ltd after use, in the same condition which it was handed to the client.
- Any damage or loss of equipment caused by the client will incur charges for the client's account to repair or replace equipment.
- Any damage or loss to equipment which is deemed by Matumi Destinations PTY Ltd to be out of the control of the client, due to unforeseen circumstances, will not incur charges to the client's account.
- Availability of equipment is not guaranteed by Matumi Destinations PTY Ltd.

- Late returns of equipment will incur penalty fees equal to the following amount: Daily rate per item, multiplied by the number of calendar days the item/s is overdue.