



**DEPARTMENT OF
ECONOMIC DEVELOPMENT, ENVIRONMENT & TOURISM**

RESERVATIONS POLICY

1. Conditions for the acceptance of prior Reservations

Limpopo Department of Economic Development, Environment & Tourism retain the right to change any tariffs, services or rules without prior notice. Should you wish to retain the price for the future bookings, full payment of the itinerary within 2 days from date of booking will secure the booked price provided no changes are made after payment is made.

The following conditions are only relevant to public reservations and not those made directly on the web.

Deposit

- Reservations made 90 days in advance pay 100% within 14 days of making the booking.
- Reservations made within 89 days in advance pay 100% within 2 days of making the booking.
- Reservations made within 2 days in advance pay 100% within 24 hours
- Proof of payment must be emailed to reservations.lwr@ledet.gov.za
- Quote the reservation number as a reference on the proof of payment

Cancellation Policy

- 14 and less days before arrival, the full amount will be forfeited
- 15 – 30 days before arrival, 50% of the total amount will be forfeited
- 31 days and more, 25% will be forfeited

When the full amount is refundable, a minimum administration fee of R100 or 10% will be charged.

Limpopo Department of Economic Development, Environment & Tourism may request a certificate to consider a refund in the case of illness and / or death.

Refund Policy

- All applications for refunds to be addressed to central reservations office
- Limpopo Department of Economic Development, Environment & Tourism may request a certificate to consider a refund in the case of illness and / or death

- All monies due for a refund will be refunded within 60 days
- A minimum administration fee of R100 or 10% will be charged.

Modifications

- For downgrading of a reservation when a deposit has been paid, calculation is done as follows:
- Modify within 31 days before arrival date, 15% will be forfeited
- Modify within 15 - 30 days before arrival date, 30% will be forfeited
- Modify within 14 and less days before arrival date, the full amount will be forfeited

Terms and Conditions

- In the event of the guest not checking in on the first day of the reservation, the accommodation will not be held for the number of days already paid for
- In resorts which are in Nature Reserves, the gate opens 07H00 and closes 17H00 from April – July, 06H00 – 18H00 from August – March
- Check-in time is 14h00 and Check-Out is 11H00
- No Pets are allowed
- No Motor Bikes allowed
- Activities are Charged at the resort per person per day
- PLEASE OBSERVE DISCLAIMER NOTICE WHEN ENTERING RESORTS

2. Conditions for the acceptance of prior Web Booking made online through Limpopo Wildlife Resorts

- All reservation made online will require immediate full payment by credit card. If this is not possible, use one the alternative booking methods.
- Amendments to the reservations have to be processed directly with Central Reservations. Any downgrading of the reservation made on line will result in forfeiture of reservation payments made.
- Cancellation of reservation have to be processed directly with central reservation. The cancellation of a reservation made on line will result in a full payment done on that booking.
- All online reservations are processed at Standards Rates.
- The reservation is only guaranteed once a confirmation e-mail is received.
- Limpopo Department of Economic Development, Environment & Tourism reserve the right to change any tariffs