

BOOKING PROCESS

- The client shall be responsible for informing Magagazi Adventure Company of any bookings, confirmations, booking amendments, cancellations of rooms or services in writing by e-mail. The onus of proof of delivery in this regard will be on the client.
- Last-minute bookings cannot be accommodated.
- All bookings are subject to availability and confirmation by Magagazi Adventure Company.

PAYMENT TERMS

- A 50% deposit is required to confirm and secure your booking at Magagazi Adventure Company.
- The deposit must be paid within the specified timeframe provided by Magagazi Adventure Company at the time of booking.
- The remaining 50% of the booking amount must be paid no later than 45 days prior to the scheduled check-in date.
- Failure to make the full payment within the specified timeframe may result in the cancellation of the booking.

PAYMENT METHODS

- Direct guests can make payment via Visa or MasterCard or electronic transfers into our bank account. All electronic transfers should be made in full and free of any bank charges.

AMENDMENTS & CHANGES

- Any changes to the booking, such as altering the check-in/check-out dates or the number of guests, are subject to availability and must be requested in writing.
- Magagazi Adventure Company reserves the right to charge additional fees for any changes requested to the original booking.
- In the event that Magagazi Adventure Company needs to make changes to the booking due to unforeseen circumstances or force majeure, reasonable efforts will be made to provide alternative arrangements of a similar standard. If this is not possible, a full refund will be offered.

GUEST RESPONSIBILITY

- Guests are responsible for providing accurate and complete information at the time of booking.
- Any changes or updates to the guest's contact details, including email address and phone number, must be communicated to Magagazi Adventure Company in a timely manner.
- Guests are expected to adhere to the rules and regulations of Magagazi Adventure Company during their stay. Any damages or losses caused by the guest may result in additional charges.

CANCELLATION

- Cancellations must be made in writing and sent to Magagazi Adventure Company via email or any other official communication channel.
- On cancellation of a confirmed booking, Magagazi Adventure Company shall, subject to the relevant provisions of the Consumer Protection Act No. 68 of 2008 (as amended from time to time), and to the extent that the provisions of said Act are applicable, be entitled to the payment of the following cancellation fees:
 - If cancellation of any booking, or part thereof, is received 180 days to 46 days prior to arrival, 30% cancellation fees would apply.
 - If cancellation of any booking, or part thereof, is received 45 days to 8 days prior to arrival, a 50% cancellation fee will be charged.
 - If cancellation of any booking, or part thereof, is received 7 days to 1 days prior to arrival, a 80% cancellation fee will be charged.
 - If cancellation of any booking, or part thereof, is received 0 days prior to arrival, a 100% cancellation fee will be charged.



FORCE MAJEURE

- Magagazi Adventure Company shall not be held liable for any delays, cancellations, or changes to the booking due to circumstances beyond its control, including but not limited to natural disasters, acts of terrorism, civil unrest, or government restrictions.
- Governing Law and Jurisdiction:
- These Terms and Conditions shall be governed by and construed in accordance with the laws of the jurisdiction where Magagazi Adventure Company is located.
- Any disputes arising from these Terms and Conditions or the booking shall be subject to the exclusive jurisdiction of the courts in the aforementioned jurisdiction.
- By making a booking at Magagazi Adventure Company, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

BANKING DETAILS

Electronic transfers must be paid directly into the below listed bank account, these bank details will also be displayed on your individual invoices.

A copy of the deposit slip or payment confirmation, together with the appropriate guest details, Reservation number and/or invoice number, must be emailed to Magagazi Adventure Company in order to reconcile the appropriate records.

Failure to do so may result in the payment not being reflected against the booking, and the space being released due to non-payment.

BANK ACCOUNTS

ZAR Bank Account Details (for all South African Rand Invoices)

Account Name: Magagazi Adventure Company (PTY) LTD
Bank: Standard Bank
Account Number: 37 019 124 5
Branch code: 051001
Account Type: Current Account
SWIFT: SBZAJJ

TRAVEL INSURANCE

Travel insurance is compulsory for all bookings made with Magagazi Adventure Company. Travel insurance is required to cover cancellations, personal effects, personal accidents, medical and emergency travel expenses.

RESERVATIONS

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