

SENYATI SAFARI CAMP

Cancellation, Amendments & Postponements Policy

We understand that travel plans can change. This policy outlines the conditions applicable to cancellations, amendments, postponements and refunds for confirmed reservations at Senyati Safari Camp.

All cancellation and amendment requests must be submitted in writing by email.

1. Cancellations

The date of cancellation will be determined by the date Senyati Safari Camp receives written notification.

More than one calendar month before arrival:

- The **50% non-refundable deposit will be retained.**
- If full payment has already been received, the balance remaining after deduction of the 50% deposit will be refunded.

Less than one calendar month before arrival:

- **No refund will be given and all money received will be forfeited.**
- **No-shows:**
No-shows will receive **no refund.**
- The full booking amount will be forfeited.

Cancellation after arrival:

- No refunds will be given for any unused portion of a booking once the travel date has commenced.
- No refunds will be given if a guest checks in and subsequently decides not to complete their stay.

2. Amendments to Reservations

A **P100 amendment fee** applies each time a booking is changed.

This includes, but is not limited to:

- Changing the arrival or departure date
- Changing the number of guests
- Changing the accommodation type
- Postponing a booking due to work or family obligations

- Changes made on arrival

Where children are travelling, their ages must be correctly provided at the time of booking. All guests, including infants and support staff where applicable, must be included in the reservation.

Changes are subject to availability and may result in a revised rate.

When is the amendment fee waived?

The amendment fee will be waived:

- When a guest upgrades from a campsite to a chalet on arrival
- When a guest extends their stay
- When postponement is due to travel restrictions such as border closures or flight cancellations that have an immediate effect on travel plans
- When the change is required due to an error made by Senyati Safari Camp

Where a booking is changed on arrival, any applicable amendment fees will be added to the booking and remain payable by the guest.

3. Postponements

Bookings may be postponed subject to the following conditions.

A booking cannot normally be postponed less than one calendar month before arrival.

An exception may be made where postponement is caused by border closures or flight cancellations that have an immediate effect on travel plans. In such circumstances, Senyati Safari Camp must be informed as soon as possible.

The new travel date:

- Must take place within six months of the original travel date
- Is subject to availability
- Will be charged at the applicable rate for the new dates

The original booking reference will remain in place and the booking will be reactivated with the new dates.

Where there is a change in the BWP to ZAR exchange rate between the original booking and the new travel dates, the applicable rate at the time of the new booking may result in an additional cost.

No credit notes will be issued. Funds paid remain attached to the original booking and are not transferable to another booking.

If a postponed booking is subsequently cancelled, the normal cancellation policy will apply.

If a booking is postponed and later cancelled, all funds paid will be forfeited.

4. Amended Bookings and Refunds

Where a booking is amended and the total price of the new booking is lower than the original booking, no refund will be given for the difference.

If the amended booking is later cancelled, the **50% non-refundable deposit will be calculated from the original booking value**, not the amended booking value.

5. How to Change Your Booking

Bookings made directly with Senyati Safari Camp may be changed by contacting the camp by email.

Bookings cannot be changed once the travel date has commenced.

If you have already checked in or have completed part of your booking and wish to amend your stay, please speak to the camp office.

Bookings made through a travel agent, tour operator or third-party website must be amended through the original booking provider. Senyati Safari Camp cannot make changes directly to these reservations.

6. Travel Insurance

We strongly recommend that all guests obtain comprehensive travel insurance covering cancellation, medical emergencies, travel disruptions and other unforeseen circumstances.