TERMS & CONDITIONS
DIRECT BOOKINGS

1. DEFINITIONS AND INTERPRETATION

In this agreement, unless the context indicates otherwise, the following terms shall have the meanings assigned below:

a) "Rukiya Safari Camp and Sava Dunes" refers to the companies registered and operating as:

RUKIYA CAMP (PTY) LTD (2015/045331/07)
21 Wild Rivers Nature Reserve, Hoedspruit, 1380
PO Box 716, Hoedspruit, 1380
VAT: 4620277154
+27 81 068 5591 / +27 83 225 3519
lily@rukiyacamp.com

LUCY LODGE LDA (Trading as Sava Dunes)
Praia da Barra, Conguinha, Inhambane
NUIT: 400161641 | ALVARÁ: 414/08/14/LG/2023
+258 85 246 4935 / +27 83 225 3519
lily@savadunes.com

b) "The Client" means the agent/guest the booking is made for.
c) "Day" refers to a calendar day.
d) "Arrival Date" is the date of arrival.
e) "Deposit" refers to the amount payable to secure your booking.
f) "Force Majeure" includes but is not limited to war, riot, terrorist activity, pandemics, natural disasters, fire, etc.
g) "Involuntary Change" includes schedule disruptions due to airline failure, strikes, or Force Majeure.
h) "Voluntary Change" means any change requested by the client that is not an Involuntary Change.
i) "In writing" means by recorded email correspondence.
j) "Supplier" means any third party offering travel-related services.
k) "OTA's" refers to Online Travel Agents (e.g., Booking.com, Expedia).
l) "Total Confirmed Price" refers to the total cost quoted and confirmed.
m) Terms used in the singular include the plural, and vice versa. Gendered pronouns apply to all genders.

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2. BOOKING PROCESS

• 2.1 All bookings, changes, or cancellations must be submitted in writing. Proof of delivery rests with the client.
• 2.2 Provisional bookings are held as follows:

Days Before Travel	Days Held
61+ days	14 days
60–31 days	7 days
<30 days	3 days

• 2.3 Provisional bookings expire unless extended in writing and approved.
• 2.4 In the case of competing requests, you will have 48 hours to confirm the booking with a deposit or to release the provisional space. While this timeframe is generally upheld, it may occasionally extend depending on circumstances.
• 2.5 Confirmation requires guest details (name, contact, travel info, nationality, age if under 12).
• 2.6 Confirmed bookings are subject to payment and cancellation policies.

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TERMS & CONDITIONS
AGENT BOOKINGS

3. BOOKINGS VIA ONLINE TRAVEL AGENTS (OTAs)

Guests who book through Online Travel Agents (OTAs) such as Booking.com, Expedia, or similar platforms are bound by the specific terms and conditions accepted at the time of booking on that platform. These terms may be stricter than those stated herein, including but not limited to payment, cancellation, and refund policies. In the event of a conflict between OTA and direct booking terms, the OTA terms shall apply to that reservation.

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4. TRAVEL DEALS AND DISCOUNTS

All Travel Deals and Discounted Rates advertised on the Rukiya Safari Camp and Sava Dunes website or quoted in the booking are only bound by the Standard Terms and Conditions and not Pandemic Terms and Conditions.

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5. SECURING YOUR BOOKING

• 5.1 Provisional bookings require:
o 30% deposit upon confirmation or within 7 days
o Final balance due no later than 30 days before arrival
o Full payment if booked less than 30 days before arrival
o Higher deposits may apply for peak season or specialist services
• 5.2 Full payment for private drives/activities is required at booking and is non-refundable.

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6. PAYMENT METHODS

• 6.1 Payments via EFT or PAYMENT LINK straight into the company bank account or secure payment link.
• 6.2 All payments must be made in full, inclusive of all fees.
• 6.3 Any shortfalls in payments will be charged directly at camp on the check-out bill.

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7. CANCELLATION POLICY

• 7.1 Cancellations incur the following charges:

Notice Period	Cancellation Fee
999+ days	Deposit non-refundable
30 – 8 days	70% of booking total
7 – 0 days	100% of booking total

• 7.2 All cancellations must be submitted in writing via email and acknowledged.
• 7.3 Unpaid provisional bookings will be cancelled without notice.
• 7.4 Rukiya and Sava Dunes may offer alternative services or refunds in the case of service issues.
• 7.5 Obvious pricing errors may result in cancellation without liability.
• 7.6 No refunds for partial use or no-shows.

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TERMS & CONDITIONS
AGENT BOOKINGS

8. VACCINATIONS & MEDICATIONS

• 8.1 It is your responsibility to comply with vaccination/inoculation requirements.
• 8.2 You must ensure you are medically fit to travel.

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9. TRAVEL & MEDICAL INSURANCE

• 9.1 Comprehensive travel insurance is mandatory.
• 9.2 Sava Dunes guests must also have evacuation insurance.
• 9.3 You agree that in the event of you failing to purchase adequate insurance cover, you will not hold Rukiya and Sava responsible for any harm or loss that you may suffer.
• 9.4 In the event of a medical emergency, Rukiya and Sava will contact emergency medical professionals/first responders.
• 9.5 Where medical professionals recommend a course of action, and either the guest or their next of kin is unavailable or unable to decide, Rukiya and Sava reserves the right to act and follow the advised course of action. All expenses incurred as a result of this decision, including but not limited to transportation, call-out fees, medical fees, ambulance/airlift, and first response, shall be the responsibility of the guest.

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10. VISAS & PERSONAL BELONGINGS

• 10.1 Guests must ensure they have valid visas and travel documentation.
• 10.2 It remains your responsibility to ensure that you have all the updated VISA requirements, documents etc prior to your travel.
• 10.3 All baggage and personal belongings are and remain your responsibility at all times. Rukiya and Sava will not accept any liability for misplaced baggage or any loss or damage to your baggage or personal effects.

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11. FORCE MAJEURE, PANDEMIC, AND CHANGES

• 11.1 Force Majeure cancellations must meet qualifying criteria (e.g. but not limited to, border closures, flight cancellations, quarantine, WHO-recognised pandemic).
• 11.2 Each case will be handled individually.
• 11.3 Fear or comorbidities are not valid cancellation reasons.
• 11.4 Credit notes will be issued for Force Majeure cancellations.
• 11.5 New date bookings will reflect new rates.
• 11.6 If the cancellation of a booking is made due to Involuntary Change/Voluntary Change, then proof of reason must be presented in the email cancellation/amendment request. These cancellations/amendments fall under travel insurance claims, and Rukiya and Sava will provide you with proof of the cancelled or amended booking which can be submitted to your travel insurance.

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12. CHANGES TO TERMS AND CONDITIONS

Rukiya and Sava reserve the right to amend these terms and conditions at any time without prior notice. The latest version will always be available on the official websites.

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TERMS & CONDITIONS
AGENT BOOKINGS

13. ACCURACY OF INFORMATION & THIRD-PARTY SOURCES

• 13.1 Information about Rukiya Safari Camp and Sava Dunes may appear on third-party websites, social media, or AI-generated platforms.
• 13.2 Only information and rates published directly by Rukiya Safari Camp and Sava Dunes on their official websites or communicated in official correspondence are deemed accurate and current.
• 13.3 Rukiya Safari Camp and Sava Dunes accept no responsibility for outdated, incorrect, or misleading information obtained from external or AI-generated sources.
• 13.4 It is the Client's responsibility to verify details directly with Rukiya Safari Camp or Sava Dunes prior to confirming a booking.

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14. BANKING DETAILS

Rukiya Safari Camp (ZAR Account):
• Account Name: Rukiya Camp
• Bank: FNB (First National Bank)
• Branch: Hoedspruit (250655)
• Account Number: 62940661011
• SWIFT: FIRNZAJJ

Sava Dunes (USD Account):
• Account Name: Loubser Lodges Ltd
• Bank: NatWest
• BIC: NWBKGB2L
• Account No: 36539139
• IBAN: GB75 NWBK 6073 0136 5391 39

Notes:
• Email proof of payment with guest and invoice details.
• Never accept banking details sent directly in an email body. Secure links and attachments only.
• Contact us immediately if suspicious banking details are received.

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15. HOUSE RULES

• 15.1 Reserve fees are excluded from accommodation rates.
• 15.2 No outside alcohol in public areas; corkage fees apply.
• 15.3 No music boxes/speakers allowed.
• 15.4 Do not feed wildlife.
• 15.5 No pets or birds permitted.
• 15.6 Swim only in pools or ocean.
• 15.7 No littering.
• 15.8 Power outages may occur; we are not liable.
• 15.9 No self-driving on the reserve; guided drives available at a cost.
• 15.10 Gate access is managed by third parties; we do not control gate times.
• 15.11 Management reserves right of admission and facility use.

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