



GUGULESIZWE GUGS + LITTLE GUGS

Booking Terms and Conditions

+27 (0)84 220 6114

WWW.BIGSKIES.TRAVEL



GENERAL INFORMATION

- We have a vegetarian offering (including breakfast, lunch and dinner). In line with our philosophy on climate change and biodiversity conservation, and how ordinary everyday changes can help, we serve only vegetarian food with an emphasis on homegrown and locally procured produce.
- Drinks are extra and are to be purchased in camp.
- We are remote, cell signal is intermittent and, in the interests of facilitating a real escape, we do not provide wifi.
- 4x4 vehicles are required to access the camp and to travel between the camp and the beach – if guests do not have a 4x4 vehicle, they can safely park at our parking lot in Manguzi and we can arrange transfers to/from the camp at an additional cost.
- Check-in is at 12h00, check-out is at 10h00.
- Please ensure that you are aware of our booking conditions. Taking this journey with us implies your acceptance of these conditions.
- Maputaland is low–risk malaria area. Please consult your medical practitioner, pharmacist or travel clinic and follow their recommendations as to appropriate precautions.

Includes:

- Accommodation including a vegetarian offering (breakfast, lunch and dinner)"

Excludes: (below costs are subject to increase).

- All drinks (*to be purchased in camp)
- Any gratuities
- Park Entrance Gate Fees
- Park Entrance Fees per vehicle
- Gugs guide per day
- Kosi Bay 3 Lakes boat trip

Please see below our deposit, payment, and cancellation policy (a 20% non-refundable deposit is required to secure a booking, with the balance of payment required 8 weeks prior to travel. If a booking is made within 8 weeks of travel, full payment is required to secure the reservation).

DEPOSIT & PAYMENT POLICY:

- Once a booking has been confirmed to us in writing and upon receipt of the non-refundable deposit by Big Skies, we will change the booking's status from "provisional" to "confirmed. The standard amount is 20% of the total travel arrangement costs, however, this amount can vary depending on certain terms and conditions or party size. Please note that no booking can be deemed as confirmed until Big Skies confirms receipt of the required amount.
- Please contact Big Skies for details and please DO NOT confirm a booking unless you have this non-refundable deposit in hand, as you will become liable for cancellation fees if the booking does not materialise.
- NOTE THAT IT IS REQUIRED THAT THIS DEPOSIT BE PAID OVER TO BIG SKIES WITHIN SEVEN DAYS OF RECEIPT OF THE DEPOSIT PRO-FORMA INVOICE. IN THE CASE OF SHORT LEAD TIME BOOKINGS, THE DUE DATE FOR THIS DEPOSIT WILL BE REFLECTED ACCORDINGLY ON SAID INVOICE.
- Full payment is due eight weeks prior to arrival date, after which our cancellation fees escalate in accordance with our cancellation policy

CANCELLATION POLICY:

Cancellation fees are levied when guests cancel confirmed reservations. The costs of the cancellation fees will escalate the closer the guest/s cancels to their confirmed departure date. Our penalties are tiered as follows:

- Should a cancellation be made more than 8 weeks before departure, the non-refundable deposit of 20% is forfeited.
- Should a cancellation be made between 4 weeks and 8 weeks, the deposit plus 25% of the price is forfeited.
- Should a guest cancel between 3 and 4 weeks prior to departure, 50% of the price is forfeited.
- Should a guest cancel between 2 and 3 weeks prior to departure, 60% of the price is forfeited.
- Should a guest cancel less than 2 weeks prior to departure, 100% of the price is forfeited.

Where a deposit has been paid and the reservation is subsequently cancelled by Big Skies due to a failure to pay the balance outstanding, the deposit paid will be forfeited to Big Skies. In the event that you cancel a reservation for any reason, such cancellation must be made in writing, or via any web-enabled booking system to Big Skies (if the reservation was made online) and will only be effective upon written acknowledgement by Big Skies of the receipt of the notification of cancellation. In such instance, you as the agent are essentially liable for the cancellation charges. Should a guest fail to arrive, or any cancellations are made after the departure date, Big Skies will be entitled to treat the reservation as cancelled without giving notice and 100% of the tour price as a cancellation fee will apply (including repatriation and any administrative fees incurred by Big Skies as a result of such cancellation, including but not limited to cancellations due to ill health or injury).

BIG SKIES INDEMNITY

Big Skies hereby indemnifies the Guest in respect of actual damages suffered by the Guest where the direct and substantial cause thereof was the gross negligence or wilful misconduct of Big Skies. Except for the abovementioned indemnity, Big Skies will not be liable to the Guest in respect of any damages, losses or liabilities incurred by the Guest arising from or in connection with any Tours or Services. Notwithstanding anything else contained in this Agreement, Big Skies shall not be liable for punitive damages, indirect damages, consequential damages, loss of profits, third party claims or any claims imposed on the Guest by laws or statutes of countries outside of South Africa.

Big Skies shall not be liable for any damages, losses or other amounts that the Guest has agreed, settled or compromised without the prior written consent of the Big Skies, or which the Guest is otherwise contractually bound to pay to any other person or entity. Big Skies will not be liable or responsible to the Guest for any direct or indirect damages or losses of any nature whatsoever, including those arising from any personal injury or death or loss of or damage to any property (irrespective of the cause of such injury, death, loss or damage).