

FAQ'S: Cashless Transition for Day Visitors (Public Visitors)

1. Why is the nature reserve going cashless?

We're going cashless to improve efficiency, reduce queuing times, and enhance safety for both visitors; staff and CapeNature's assets. This phase supports a more modern visitor experience, aligning with the broader global trend towards digital transactions. Additionally, it reflects our commitment to reducing environmental impact by minimizing the need for cash handling and paper receipts.

2. Which reserves are going cashless?

The following CapeNature reserves will be moving to a 'cashless' operation as from 2 February 2026.

- Robberg Nature Reserve, near Plettenberg Bay
- Keurbooms River Nature Reserve, near Plettenberg Bay
- Stony Point Nature Reserve, in Betty's Bay
- Bird Island Nature Reserve, near Lambert's Bay
- Walker Bay Nature Reserve, near Hermanus

3. What payment methods are accepted now?

We accept the following payment methods:

- Debit/credit cards (Visa, Mastercard, etc.)
- Mobile / online payments (Scan to Pay)
- Online bookings made in advance via our website – www.capenature.co.za
- Contact our call centre on 087 087 8250 – to make a telephonic booking (bookings must be made at least 24 hours in advance, to allow for payment verification)

4. I only have cash. What can I do?

Unfortunately, we no longer accept cash at the entrance gate.

Here are a few options:

- Use a friend or family member's card or mobile (online) payment such as Scan to Pay
- Purchase via our www.capenature.co.za. See cut-off times for online on-the-day purchases:
 - Robberg Nature Reserve – 17h00
 - Keurbooms River Nature Reserve – 16h00
 - Bird Island Nature Reserve – 17h30
 - Stony Point Nature Reserve – 15h30
 - Walker Bay Nature Reserve – 17h30

5. Are there any exceptions for people who can't pay digitally?

We understand this change may be challenging for some. While we currently do not accept cash, staff can help in using contactless methods via our website.

6. Can I book online before I arrive instead?

Absolutely. We encourage all visitors to pre-book their entry permit online through our website. It's fast and secure.

7. Is it safe to use cards or phones for payment here?

Yes. All our payment terminals use secure, encrypted systems and comply with payment industry standards for safety.

8. What if I/we arrive at the reserve and the card machine isn't working?

You may also purchase your ticket online via your phone on <https://booking.capenature.co.za/>

9. Who can I contact for more information?

You can reach our Contact Centre

- Email: reservation.alert@capenature.co.za
- Call: 087 087 8250

Speak to our Tourism Liaison Officer on reserve - we're happy to help!