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

1. Why have selected nature reserves gone cashless?
We have gone cashless to improve efficiency, reduce queueing 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 have gone cashless?
The following CapeNature reserves have moved to a 'cashless' operation;

Phase 1 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

Phase 2 as from 1 September 2026

- Assegaaibosch Nature Reserve, near Stellenbosch
- Jonkershoek Nature Reserve, near Stellenbosch. Kindly note that the gate is managed by MTO.
- Grootvadersbosch Nature Reserve, near Swellendam
- Geelkrans Nature Reserve, near Stilbaai
- Rocherpan Nature Reserve, near Velddrif

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 (except Jonkershoek Nature Reserve)
- Online bookings for Jonkershoek Nature Reserve can be made in advance, by visiting www.mtotrails.com/cape-nature-trails
- 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
    - Assegaaibosch Nature Reserve – 12Noon
    - Jonkershoek Nature Reserve – linked to the cut-off starting time (between 10h00 – 14h00) depending on the length of the hiking trail.
    - Grootvadersbosch Nature Reserve – 12Noon
    - Geelkrans Nature Reserve – 12Noon
    - Rocherpan Nature Reserve – 15h00

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!