

# ONLINE BOOKING PORTAL TERMS AND CONDITIONS

This page lists the terms and conditions for CapeNature's online booking portal. By using our online booking portal, you are bound by these terms and conditions.

All booking requests are only accepted 12 months or less in advance.

1. Requesting to cancel an online reservation can only be done via our Central Reservations Office on [reservation.alert@capenature.co.za](mailto:reservation.alert@capenature.co.za)
2. The availability information is updated real-time (unless interrupted by technical difficulties) between our reservation system and the website. As CapeNature accepts reservations on a first-come-first-served basis we cannot guarantee that what accommodation clients saw as available online will still be available by the time a reservation is attempted.
3. All new reservations made online will require immediate and full payment by credit card only. If this is not possible, please use one of the alternative booking methods (listed in this document below).

## 4. CANCELLATION OF CONFIRMED BOOKINGS

All cancellation requests for confirmed bookings are subject to the following provisions and section 17(3) and (4) of the CPA:

- Confirmed bookings cancelled **30 days or more** in advance of the booked arrival date can be refunded in an amount equal to 75% of the total payment. CapeNature shall retain 25% of the full booking value.
  - Confirmed bookings cancelled between **30 and 15 days** in advance of the scheduled arrival date can be refunded 50% of the total booking cost. CapeNature retains 50% of the full booking value.
  - Confirmed bookings cancelled **15 days or less** of the booked arrival dates do not qualify for a refund or credit.
  - All confirmed bookings must be cancelled in writing.
5. Online payments are processed in South African Rand. All transactions, including refunds, are calculated at the current exchange rates.
  6. Modification and cancellation charges may be levied on any reservations amended or cancelled with our booking office, irrespective of the channel through which the reservations were originally made, subject to CapeNatures' conditions for the acceptance of reservations.
  7. Unit allocations made on existing reservations may be overwritten by contacting the bookings office and change requests will be based only on availability of units.
  8. CapeNature does not recommend booking different accommodation units in the same reserve over consecutive dates as this creates problems. Guests who do decide to book different accommodation units in the same reserve over consecutive dates must understand that they would need to move from one unit to another and they must take note of check-in and check-out times, which will apply.
  9. All visitors to CapeNature reserves pay a Daily Conservation Fee.

10. South African Senior Citizens who would like to make use of specially reduced pensioner Senior Citizen rates, are requested to call the contact centre and make a booking. Booking cannot be amended once the booking has been confirmed.
11. The reservation is only guaranteed once you've received a confirmation e-mail from CapeNature reservations.
12. CapeNature retains the right to change any tariffs, services or rules without prior notification.
13. Availability of self-catering cottages is reconciled on a daily basis. This process starts at midnight (South African time) This results in the booking system being down for a short period of time. If you encounter the system while it is down, please check back again in half an hour.
14. **NOTE:** Please be sure to read our **Reserve Rules and Regulations**.  
By booking you acknowledge that you understand and agree with these conditions and that you have read and understood the Reserve Rules & Regulations.

## Booking methods available

a) ONLINE BOOKING (real-time). Accessed via the 'book now' links on reserve and accommodation pages.

After a once-off registration, you can:

- **Book New Reservations:** browse availability and make a reservation(s)
- **Review Existing Reservation(s):**
  - Email confirmation(s)
  - Pay outstanding amount(s)
- Update Your Profile
- Book & Pay Directly Online via a secure portal using a credit card, debit card or cheque card

b) CENTRAL RESERVATIONS

### **Email:**

- Public and Travel Trade requests: reservation.alert@capenature.co.za

### **Telephone:**

- Central Reservations: 087 087 8250
- Call Centre Office Hours (GMT+2)
- Monday to Friday: 07:30 – 16h30 (except for the 1<sup>st</sup> of each month which is until 16h00)
- Saturday and selected Public Holidays: 08:00 – 12h00
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c) OVER THE COUNTER / AT NATURE RESERVE OR REGIONAL CAPENATURE OFFICES

**Internet / EFT Payment(s) or Teller Deposit(s):**

Account Name : W C N C B

Bank Name : Nedbank

Branch Name : Corporate

Account Type : Cheque

Branch code : 45209

Account Number : 1452048487

Reference Name : **Example:** CN56896 (NB: using an incorrect reference number can result in your payment not being allocated which will result in your booking not being confirmed.)

**For International Payment(s):**

Account Name: WESTERN CAPE NATURE AND CONSERVATION BOARD –  
CRS

DEPOSIT ACCOUNT

Account Number: 1452 048 487

Branch Name: Nedbank South Africa

Branch Code: 198765

Swift Code: NEDSZAJJ

Reference Name: **Example:** CN56896 (NB: using an incorrect reference number can result in your payment not being allocated which will result in your booking not being confirmed.)

## Reference for Booking of Client:

The Reservation Number (no spaces) for which payment is made **MUST** appear as reference on your EFT form or deposit slip (no spaces)

Please ascertain from our reservations office if booking is still active (not cancelled) and/or if deposit due date has to be extended for the following reasons:

- If transfer is made from any other South African Bank other than Nedbank on same day as deposit due date, allow at least 2 working days for the transaction to appear on our bank statement;
- If transfer is made from any other bank but Nedbank, allow at least 4 working days for the transaction to appear on our bank statement.

The following is of utmost importance:

The onus is on the client to scan a copy of the transaction and email to [reservation.alert@capenature.co.za](mailto:reservation.alert@capenature.co.za), to ensure that payment can be identified on our bank statement. Without the payment slip, payment cannot be linked with the entry on our bank statement and could lead to possible cancellation. **Very Important!** Please provide your telephone number in case of discrepancies.

Cancellations & Modifications: Public

Please read the document linked below and contact [reservation.alert@capenature.co.za](mailto:reservation.alert@capenature.co.za) should you wish to cancel or modify your booking.

- [CapeNature Standard Booking Terms and Conditions](#)