

FAQ'S: COVID-19 AND VISITORS UNDER LEVEL 3

Will visitors be allowed entry onto the reserve on Level 3?

Only day visitors for hiking and recreational fishing, will be allowed entry. No organized groups will be allowed entry. In addition, no overnight hiking; camping; picnicking and overnight stays will be allowed under level 3.

HIKING AND DAY ACCESS

Is it safe to hike during Level 3?

Yes, as part of COVID-19 alert level 3 risk adjusted strategy tourism sector response measures and directions that hiking to be done in compliance with exercising guidelines and not in groups.

If “no groups” are allowed entry, must visitors hike individually?

Hikers are encouraged not to hike alone, for safety purposes. No organized groups will be allowed access to the trails, visitors are encouraged to hike in pairs.

Are all reserves and trails open?

No, selected reserves and trails will be opened, as part of a phased approach. A phased approach is required to ensure that we have all the hygiene and safety measures in place, in order to welcome back our visitors. Visitors and staff to visit our website on www.capenature.co.za for an updated list.

Will hiking permits be sold at the reserve gate?

In order to minimize contact engagement and risk, no hiking permit will be on sale at the Reserve gate, until further notice. All visitors will be encouraged to pre-purchase their hiking permit online, by visiting www.capenature.co.za or contacting the CapeNature Contact Centre on 087 087 8250. Pre-purchased hiking permit sales will close at 10h00, for any purchases made for that particular day. In order to manage capacity and record keeping Wild Card holders will also need to register for a hiking permit online prior to arriving at the reserve.

Will fishing activity be allowed?

Yes, all fishing, including recreational fishing, is permitted with the exception of charter fishing.

What are the rules for fishing?

Fishers must ensure that they have a valid permit and carry it with them at all times. All regulations relating to social distancing, health protocols, movement and the prohibition of groups and gatherings apply.

Will “unlimited access” apply to visitors at the reserve gate?

No, a daily limited capacity on selected hiking trails and a reserve maximum day capacity will apply.

What are the daily reserve closing & opening times?

Opening time: 08h00

Closing time: 16h00

NATIONAL GOVERNMENT REGULATIONS

Are there any new COVID-19 rules, which will apply to visitors?

Yes, all visitors need to comply with the relevant [government regulations](#). CapeNature encourages responsible behaviour for the safety of our visitors to abide to our “rules of engagement”, which are;

- Small groups will be allowed, excluding organized groups
- Keep a social distance of 1.5 meters between themselves and other people where possible
- All visitors must wear a mask at all times
- All visitors must adhere to the full 4-step check in process
- All visitors must have a valid permit
- All visitors must ensure that they leave the Reserve, by latest 16h00 (4pm)

Will all visitors need to wear a mask?

Yes, all visitors will need to wear a mask, upon entry and through-out their visit to the reserve. No mask = no entry.

What happens if I am found in a reserve, without a hiking or fishing permit? (Specifically at unmanned gates)

Spot checks will be implemented by the reserve law enforcement team. Any hikers and fishermen, found without a valid permit, will be fined accordingly.

If my temperature is over 38 Degrees Celsius, can a CapeNature official deny me entry to enter the reserve?

No visitors will be allowed entry, if their temperature is over 38 Degrees Celsius, as this is regarded as a “fever”.

OVERNIGHT BOOKINGS

How do I make a booking during Level 3?

While all CapeNature reserves remain closed for overnight stays, visitors are able to make future bookings. All visitors wanting to make a future booking are encouraged to make use of the online booking portal <https://booking.capenature.co.za/> or speak directly to a customer service agent on 087 087 8250.

Can I postpone my booking during the pandemic?

In order to accommodate the impact of this pandemic, resulting in an international and national travel ban, we have amended our standard terms and conditions. This will allow visitors to postpone their existing travel once subject to an extension of the lockdown period up to 30 November 2020 after the original travel date. The future booking will be at 100% of the original booking’s value*but, subject to availability of any new dates. Should a guest elect to postpone the booking a second time or cancel a booking after the initial postponement, then our standard cancellation policy applies.

How do I cancel my booking?

Electing to cancel a booking based on the current level of uncertainty is understandable. CapeNature has therefore elected to offer our visitors a zero-rate cancellation fee up to 30

November 2020 to postpone or cancel your existing booking. This date is subject to change and at the discretion of CapeNature.

All visitors have an option to either reschedule to a different date, which is the preferred option or apply for a full refund

How long will my credit be valid for?

Where a full refund is not requested, but rather a credit, this will be at 100% of the value of the original booking. All credits must be used within 12 months from date of cancellation. Failure to utilise the credit amounts to forfeiture. Credit is non-refundable as cash and may only be used towards an alternative future booking with CapeNature. Future bookings are subject to availability.

What if I booked via a Tour Operator?

Confirmed bookings may be cancelled at a zero-rate cancellation fee up to 30 November 2020. This is on condition that the tour operator keeps the money on credit with CapeNature and uses the credit for another booking within 12 months. If the credit is not utilised within the 6-month period, it will be forfeited to CapeNature.

Should CapeNature cancel a confirmed booking for any reason, the Tour Operator has the option to either reschedule to a different date or apply for a full refund.

Will CapeNature refund my Wild Card?

Wild Card refunds must be submitted to wildcard.refunds@sanparks.org to review and manage.

My questions have not been answered, how do I log my query?

For enquiries, please contact the Customer Call Centre at info@capenature.co.za. For urgent enquiries call us on one of the following remote contact numbers; 061 871 2539, 074 936 2139, 062 318 2987 or 061 855 4066.

We look forward to welcoming you back into our reserves.