



STANDARD TERMS AND CONDITIONS - 2022

1.PARTIES

This document (“Standard Terms”) sets out the terms and conditions of contract that apply between MalaMala Game Reserve (Pty) Ltd (“MalaMala”), of the one part, and the person who visits MalaMala Game Reserve (Guest), and the entity which makes a booking on behalf of the person who visits the Reserve (Agent), if any, of the other part (both the individual and the entity, if any, referred to as the “Client”). The Standard Terms shall supersede and take precedence over any contrary term contended for by the Client unless such contrary term is recorded in writing and signed by a director of MalaMala.

2.RESERVATIONS

2.1 Any enquiries for reservations shall be treated as provisional reservations from the time that MalaMala delivers correspondence to the Client notifying the Client that a provisional reservation has been made (“the Provisional Reservation”).

2.2 The Provisional Reservation shall state, amongst other things, the dates of the reservation, the cost of the reservation and the time period within which the deposit and balance must be paid to MalaMala.

2.3 The reservation shall not be secure until such time as the deposit is paid, and such payment has been brought to the attention of MalaMala in accordance with 4.6, regardless of whether the time period for payment stipulated in the Provisional Reservation has lapsed or not.

2.4 If the deposit is paid within the time period stated in the Provisional Reservation, then MalaMala shall send confirmation in writing to the Client (“the Confirmed Reservation”).

3.RATES

3.1 MalaMala publishes rates from time to time and reserves the right to amend the published rates without notice. The rates quoted by MalaMala include game drives, meals, and drinks over a 24-hour period – all of which form an indivisible portion of the rates quoted. Rates apply to both group and individual reservations and are quoted on a per person per night basis and are inclusive of VAT.

3.2 The rates are quoted in South African Rand (“ZAR”) and payment is accepted in that currency.

3.3 It is an express condition when entering a business partnership with MalaMala Game Reserve that the MalaMala rates are not published in either print or electronic media at a lesser value than the MalaMala rack rates.

3.4 MalaMala shall not be liable for any rate fluctuations of third-party suppliers whose services MalaMala books on behalf of the Client.

4.PAYMENT

4.1 All reservations will be on a pre-payment basis. Payment must be made in accordance with the directions in that regard detailed in the Provisional Reservation.

4.2 In the event that payment is not made in accordance with the directions in that regard detailed in the Provisional Reservation then MalaMala reserves the right to treat the reservation as cancelled.

4.3 All payments are to be made in monetary currency, without demand and free of exchange, deduction or set-off.

4.4 Payment in ZAR must be paid directly into the following bank account:

Bank: First National Bank

Account Name: MalaMala Game Reserve (Pty) Ltd

Address: Cornubia

Account No: 625 937 987 90

Branch Code: 21 08 55



4.5 Payment in USD must be paid directly into the following bank account:

Bank: First Rand Bank Ltd

Account Name: MalaMala Game Reserve (Pty) Ltd USD

Address: FNB Forex, 30 Diagonal Street, FNB Place, Johannesburg, 2001

Account No: 62852697021

Sort Code: 254655

Swift Code: FIRNZAJJXXX

4.6 A copy of the bank transfer notification, together with the Provisional Reservation date and number, must be faxed or emailed to the central sales and reservations office.

4.7 Any bank charges resulting from the payment by the Client shall be for the Client's account.

4.8 Payment may be made by means of Master Card or Visa credit cards via a secure online payment portal, the link for which will be forwarded to the Client.

4.9 Payment may be made by means of American Express credit cards, which will require a letter of authorisation with the cardholder's signature to be provided for in order for MalaMala to debit the credit card. Credit cards submitted to the central sales and reservations office for payments must be presented at the relevant camp on check in for verification purposes.

4.10 Any costs incurred as a result of chargebacks will be the responsibility of the card holder

4.11 If the Client fails to make payment in accordance with the directions detailed in the Provisional Reservation, and MalaMala does not treat the reservation as having lapsed then payment shall be made when demanded by MalaMala, and in any event by no later than on arrival at the relevant camp.

4.12 Guests shall settle their extras accounts in full prior to departure from camps, with payment to be made in cash or by means of credit card.

4.13 Should the Client default in making any payment on its due date, MalaMala shall have the right forthwith to cancel the reservation, always subject to MalaMala's rights to damages, and MalaMala shall have the right to retain all moneys paid by the Client pending the determination of such damages and thereafter to set off the amount so retained against the amount owing.

5. TRANSFERS AND CHECK-IN/CHECK-OUT

5.1 Transfers to and from camps, the airport/airstrips and entrance gates are by road. Transfer times are dictated by passenger numbers and their flight variations. Charges are not levied for the transfer to/from MalaMala airfield. Other transfers are charged at a nominal rate per person. MalaMala is unable to conduct transfers from Kruger Mpumalanga International Airport but MalaMala is able, on prior request, to make transfer arrangements on behalf of Clients who have a Confirmed Reservation, at an additional cost.

5.2 Check-in time is 14h00 and check-out is 11h00 South African Standard Time. Should a Client require an earlier check-in or later check-out time then the Client must request same from management. Arrivals after 20h00 South African Standard Time are not permitted at any camp.

6. POLICIES

6.1 Children:

MalaMala Camp: Children under 12 years, sharing accommodation with full paying adults, pay the quoted child rate. Those under 5 years are not permitted to be taken on game drives unless their parents have reserved a private vehicle for which there may be a charge.

Sable Camp: Children under 12 years are not permitted unless exclusive use of the camp is reserved.

Rattray's Camp: Children under 16 years are not permitted unless exclusive use of the camp is reserved in which case children aged 12 and over will be welcome.

All children qualifying for the reduced rate will need to show proof of age on check-in.

6.2 Tour leader/pilot/driver/guide:

Subject to availability, B grade accommodation may be reserved for bona fide tour leaders, pilots, drivers, and guides. B grade accommodation rate shall apply and is for accommodation and meals only and does not include game drives, bar purchases and other activities.



7.CANCELLATIONS - please view the COVID-19 specific terms and conditions which apply.

7.1 No reservation is secure until the deposit detailed in the Provisional Reservation is paid and the Confirmed Reservation is delivered by MalaMala to the Client.

7.2 MalaMala is entitled to cancel a Confirmed Reservation if the balance of the amount due in terms of the Provisional Reservation is not paid by the due date or dates for payment.

7.3 **Cancellation Fees:** MalaMala shall be entitled to charge the following cancellation fees should a Confirmed Reservation for any period outside high season be cancelled by either MalaMala in terms of 7.2 or by the Client:

- 5% of the quoted total reservation charge if cancelled more than 60 days prior to scheduled arrival.
- 25% of the quoted total reservation charge if cancelled 60 days or less and 30 days or more prior to scheduled arrival.
- 50% of the quoted total reservation charge if cancelled 30 days or less and 14 days or more prior to scheduled arrival.
- 90% of the quoted total reservation charge if cancelled 14 days or less prior to scheduled arrival.

7.4 **High Season Cancellation Fees:** 20 December in one year to 10 January in the following year and 15 June – 31 August. MalaMala shall be entitled to charge the following cancellation fees should a Confirmed Reservation be cancelled by either MalaMala in terms of 7.2 or by the Guest, for a period in high season:

- 5% of the quoted total reservation charge if cancelled more than 90 days prior to scheduled arrival.
- 25% of the quoted total reservation charge if cancelled 90 days or less and 60 days or more prior to scheduled arrival;
- 90% of the quoted total reservation charge if cancelled 60 days or less prior to scheduled arrival.

7.5 **Group Bookings:** Any party reserving 8 rooms or more or exclusive use of the camp is considered a group. Specific group policies apply including deposits and these will be communicated on the provisional reservation.

7.6 Once a group has been confirmed the applicable cancellation fees will apply.

- 10% of the quoted total reservation charge if cancelled more than 180 days prior to scheduled arrival
- 25% of the quoted total reservation charge if cancelled 180 days or less and 120 days or more prior to scheduled arrival
- 50% of the quoted total reservation charge if cancelled 120 days or less and 60 days or more prior to scheduled arrival
- 90% of the quoted total reservation charge if cancelled 60 days or less prior to scheduled arrival or no show.

7.7 Any cancellation fee shall be subject to the relevant provisions of the Consumer Protection Act such that if the Consumer Protection Act allows only a smaller cancellation fee, then such smaller fee shall apply.

8.GENERAL TERMS

8.1 Whilst at the Reserve the Client shall comply with any reasonable instruction given to the Client by an employee or representative of MalaMala. MalaMala shall have the right to eject a Client from the Reserve if a client fails to comply with any such reasonable instruction.

8.2 MalaMala shall have the right to eject a Client from the Reserve who in the reasonable opinion of the management of MalaMala causes a nuisance which interferes with the tranquillity of the natural surroundings, which interferes with the reasonable enjoyment of the Reserve by other clients, or which could result in harm to the Client or other guests.

8.3 The Client shall be responsible for taking out comprehensive travel insurance covering them for personal effects, personal accident, medical and emergency travel expenses, and cancellation.

8.4 The Client shall seek medical advice regarding prophylaxis and vaccination requirements.

8.5 MalaMala shall be entitled to change accommodation, game drive schedules and schedules for other activities which are necessary due to unforeseen circumstances.

8.6 MalaMala shall not be responsible for any services which are provided by third parties.



9. WAIVER AND INDEMNITY

9.1 Safekeeping of baggage and personal effects shall at all times remain the Client's responsibility. MalaMala will assume no liability for lost, stolen or damaged personal effects or baggage.

9.2 Whilst MalaMala undertakes to make all reasonable endeavours to ensure the Client, the Client's family and dependents, and the Client's invitee's safety, it is an express condition of the Client's visit to the Reserve that MalaMala, its employees or agents, are not responsible for loss of or damage to the property of the Client, the Client's family and dependents or the Client's invitee's property, brought onto the Reserve, whether arising from fire, theft or otherwise, by whomsoever caused, or arising from negligence or wrongful act of any person, whether or not in the employ of MalaMala.

9.3 The Client, by making the reservation and entering onto the Reserve, irrevocably waives and abandons all and any claims of whatsoever nature and howsoever arising which the Client may have against MalaMala, its employees or agents, in connection with the facilities, services, advice and activities made available to the Client or used by the Client in any way, and the Client indemnifies MalaMala, its employees and/or agents against any claims which may be made by any person arising out of or in connection with the foregoing waiver.

9.4 The Client, by making the reservation and entering onto the Reserve, acknowledges that the premises are open to the public and recognize that the guests are at a higher risk of contracting any infectious disease including but not limited to Covid-19.

10. LIMITATION OF LIABILITY

Notwithstanding anything to the contrary, and in any event MalaMala, its employees or agents shall not be liable to the Client for any indirect, consequential, incidental or contingent loss or damages of any nature arising out of a breach of contract, delict or any cause whatsoever.

11. FORCE MAJEURE

If MalaMala is prevented or restricted directly or indirectly from carrying out all or any of its obligations due to any cause beyond the reasonable control of MalaMala (including without limitation, war, civil commotion, riot, insurrection, strikes, fire, explosion, floods, pandemics and acts of God), MalaMala shall be relieved of its obligations during the period of the event and shall not be liable for any delay or failure in the performance of its obligations or for any loss or damages which the Client may suffer due to or resulting from such delay or failure, provided that written notice of the inability to perform shall be given by MalaMala to the Client within 72 (seventy two) hours of the occurrence constituting force majeure. If MalaMala invokes force majeure it shall use its best endeavours to terminate the circumstances giving rise to the force majeure.

12. BREACH

Should the Client default in making any payment by due date for payment then, in addition and not substitution for what is set out elsewhere in these Standard Terms, MalaMala shall have the right to cancel all contracts with the Client subject always to MalaMala's right to hold the Client liable for damages. MalaMala shall have the right to retain all money paid by the Client pending determination of such damages and thereafter to set-off the amount so retained against the amount owing.

13. DELIVERY OF DOCUMENTS

13.1 For the purposes of delivery of legal documents, including legal process, and contractual and statutory notices, the Client chooses delivery by hand, by post, by fax or by email, and chooses the addresses including email addresses, and fax numbers, that the Client:

- 13.1.1 inserts in any enquiry for a reservation;
- 13.1.2 records on its letterhead and/or other correspondence;
- 13.1.3 uses as its principal place of business;
- 13.1.4 records as its registered address;
- 13.1.5 uses to send communications to MalaMala.



13.2 Any notice delivered in terms of these Standard Terms, if delivered by hand, shall be deemed to have been duly delivered on the date of delivery and, if sent by post, shall be deemed to have been delivered seven (7) days after posting and if sent by fax or email, shall be deemed to have been delivered on the day that the fax or email is sent. A written notice or communication which has been actually received by the Client will be regarded as delivered despite the fact that it was not dispatched to a chosen address.

14.COSTS

The Client shall pay any costs incurred by MalaMala as a result of any breach by the Client of these Standard Terms or any failure by it to pay an amount on due date, on the scale as between attorney and own client. Such costs shall include any collection commission which MalaMala is required to pay to its attorneys as a result of any action taken by them.

15.NON-VARIATION

15.1 No person other than a director of MalaMala has any authority to contract on MalaMala's behalf on terms or conditions other than those contained in these Standard Terms.

15.2 No variation of these Standard Terms shall be binding upon MalaMala unless reduced to writing and signed by a director of MalaMala.

16.PERSONAL INFORMATION (POPI COMPLIANCE)

16.1 MalaMala agrees that it shall –

16.1.1 use and apply appropriate measures, procedures, and controls in the processing of the Client's personal information in terms of this Agreement, it being agreed that MalaMala shall process the Client's personal information in accordance with the MalaMala Game Reserve privacy policy.

16.1.2 ensure that in the course of the performance of its obligations in terms of this Agreement it complies with the Protection of Personal Information Act, 4 of 2013.

16.2 If the Client is an Operator, the Client warrants that –

16.2.1 it has the necessary consent to provide and receive personal information to and from MalaMala;

16.2.2 it shall use and apply appropriate measures, procedures and controls in the processing of personal information in terms of this Agreement; and

16.2.3 it shall ensure that in the course of the performance of its obligations in terms of this Agreement it complies with the Protection of Personal Information Act, 4 of 2013.

16.3 Any processing objections, data amendments or deletion should be addressed to the MalaMala "POPI" agent:

Ms Heather Smith

Physical address: Building 3 First Floor, 257 Oxford Road, Illovo 2196

Phone number: +27 (0) 11 442 2267

E-mail: heather@malamala.com

17.GENERAL

17.1 No relaxation or indulgence which MalaMala may grant to the Client shall constitute a waiver of its right to enforce strict compliance with these Standard Terms.

17.2 Advice, recommendations, or opinions by representatives of MalaMala are given and expressed in good faith and shall not constitute representations of any description by MalaMala and shall not give rise to any claim against MalaMala.

17.3 The Standard Terms shall be governed by, and construed in accordance with, the laws of the Republic of South Africa.