

ANNEXURE A:

BUSINESS RULES FOR TRADE BOOKINGS

Due to a decree by the Department of Finance through SARS, all public entities including parastatals have lost their VAT registration status. The organization will not be able to issue Valid Tax Invoices. This took effect from 01 March 2006.

1. Commission

Ezemvelo does not pay commission for campsite, guided trails and conservation levy. Commission is payable on rack rates only, discounts and specials do not apply.

- 1.1 On registration a 10% commission will be payable. Commissions payable will be adjusted (decrease/increase) 01 November 2015 according to the commission structure below.
- 1.2 The following criteria will be used to determine the commission structure to be evaluated for the following year. The turnover is based on the total cost of the nett products reserved in the previous year (**01 NOVEMBER – 31 OCTOBER**) for all hutted bookings:
- For a turnover between R30,000 - R100,000 10%
 - For a turnover between R100,000 – R350,000 15%
 - For a turnover between R350,000 – R500,000 20%
 - For a turnover greater than R500,000 25%

2. Deposit Payment Rules

The deposit due date for trade bookings will be as follows:

- 2.1. For bookings made 30 days or less prior to the arrival date, the full amount is due within 24hrs of the booking date.
- 2.2. All bookings made between **31 days & 60 days** prior to the arrival date, 10% deposit is required 30 days after making the booking and the balance payment due date will then be 30 days from the date of arrival.
- 2.3. All bookings made \geq **60 days** prior to the arrival date, a deposit of 10% of the nett is requested, the balance payment due date will then be 30 days from the date of arrival.
- 2.4. Failure to pay the deposits by the due date as stipulated on the invoice will result in the cancellation of the booking without notice.

Debtors

- 2.5. For Debtors, a final rooming list **must** be received by EKZWN 45 days prior to arrival.
- 2.6. For Debtors, after departure an invoice will be produced by the relevant Resort which shall be prima facie proof of the amount due which is payable 30 days from the date of statement.
- 2.7. Non arrival – subject to 100% full cost.

3. Cancellation & Refund Rules:

All bookings are confirmed once payment is made. Cancellation of confirmed bookings are subject to cancellation fees. Refunds on or after the arrival date will be processed by the Regional Office on recommendation from the Hospitality Managers.

Refund of bookings-

Bookings made prior **to arrival date** will be charged a cancellation fee as follows and will be processed by Refund Desk at Head Office: confirmed in writing to email: refund@kznwildlife.com or fax: +27 865058891.

- 3.1. Cancellation within 45 to 30 days of arrival = 25% of the net amount.
- 3.2. Cancellation within 29 to 15 days of arrival = 50% of the net amount.
- 3.3. Cancellation within 14 days & arrival date = 100% of the net amount

4. Invoice

The Tour Operator shall keep full and proper records showing clearly all transactions and proceedings relating to the business of EKZWN.

It is the responsibility of the Tour Operator to ensure that an updated and correct confirmation form is received after any changes in the status of a reservation.

5. Gate Entry

- 5.1. Tour operators are not allowed to use loyalty cards (**Rhino Gold Card or Wildcard**) for gate entry.
- 5.2. The conservation levy is paid at the gate on arrival at Hluhluwe/iMfolozi Park and is charged on a per person per night basis.
- 5.3. Gate entry fees at resorts managed by Isimangaliso Wetlands Park are paid on arrival to the authority and EKZWN has no jurisdiction over them, these include Cape Vidal, Sodwana Bay, Kosi Bay, Mkhuze and Maphelana.

6. Guide Discount and complimentary guides

Guides discounts as per Special Tour Operator rates.

Complimentary guides as follows:

- 6.1. 1 tour leader free when booking 10-14 guests on any package.
- 6.2. 2 tour leaders free when booking 15-29 guests on any package.
- 6.3. 3 tour leaders free when booking more than 30 guests on any package.

Guides will be accommodated in rondavels (Hilltop), or STO rates will be applicable for chalets.

7. Site Inspection / Educational

- 7.1. Educational requested from the Travel Trade will be afforded to tour operators, travel agents and specific entities within the tourism industry who have adhered to the regulations which were promulgated on 13 May 2004 in accordance with the KwaZulu-Natal Tourism Authority Amendment Act, 2002 making registration with TKZN or one of the many recognized tourism associations mandatory this is at the discretion of EKZWN.
- 7.2. Educational afforded are, to grant tour operators product knowledge so that correct information is dispensed to the various international wholesalers and domestic market. Educational are also granted so that EKZWN properties can be recommended, other than private properties that surround EKZWN properties.
- 7.3. Other associations which are recorded in our Tour Operator policy are accepted by this organization due to their strict code of conduct where members need to abide by the specifications and duties bestowed on becoming an accredited member, and awareness of the importance high standards service excellence within the tourism industry.
- 7.4. The Hospitality Manager must be advised in advance of the educational so that a person can be put in place to show the client around. The person on the educational must have the Hospitality Manager or front desk staff sign the evaluation form and the resort must fax the form to Trade Desk to avoid the client not following this up.

7.5. The site inspection/educational consists of staff members only, of the said tour operator.

- 7.5.1. The opportunity is used for product knowledge only.
- 7.5.2. The tour operator must provide reasons for the site inspection/educational.
- 7.5.3. Activities etc are for the tour operator's own account.
- 7.5.4. The site inspection/educational booking is only available during specified times that is, outside of school holidays, public holidays and peak holiday periods.
- 7.5.5. An evaluation form must be sent to the client together with the booking slip asking that the form MUST be filled in for his evaluation.

8. Deposit Payments

The following methods of payment will be used at Central Reservations:

Credit Card Payments - the following information is required.

Name of Credit Card Holder:
 ID Number (or Date of Birth - for international guests)
 Credit Card Number
 Expiry Date
 Amount
 Last 3 digits on the back of the card (security code)
 Fax to 033-8451086 or 086 5058893

Cheques – no cheques are accepted.

Bank Deposits: Our Banking details are as follows:

Payee: KZN Wildlife
 Bank: First National Bank
 Branch: Liberty Mall - Pietermaritzburg
 Branch Code: 257355 (Internet transfer 25735500)
 Account Number: 50930039108
 International Swift Code: FIRNZAJJ (for international guests only)
 In the reference field enter the reference number(s). Please fax a copy of the deposit slip to 033-8451086 or 086 5058893 before the deposit due date.

EKZNW reserves the right to amend tariffs, services and policies without prior notification.

INITIAL: _____

DATE: _____