



General Terms and Conditions

PARSONS HILLTOP SAFARI CAMP (Pty) Ltd
(Sister company of Parsons Lodges (Pty) Ltd
Parsons Hilltop Safari camp
Parsons House
Parsons River Camp

🌐 <https://www.parsonshilltop.com>
✉ reservations@parsonshilltop.com
☎ +27 61 548 6483 (WhatsApp only)

Owners/directors:



Mirjam Busink & Robert Hattingh

Welcome & Arrival

ARRIVAL, DEPARTURE & CAMP ACCESSIBILITY

- **Strict gate arrival for lunch:** to join us for lunch on your day of arrival, guests must arrive *no later* than 13h00 at the main Parsons Nature Reserve gate. It takes 40-45 minutes to arrive and our lunch is served at 14.00. **Our kitchen closes strictly 14.30.**
- **Check-In & Check-Out times:** room check-in is officially available from 13h00, and room check-out must be completed by 11h00 .Our late check in/out policy can be found under *Additional Compliance*.
- **Accessibility notice:** due to the natural wilderness terrain, elevated wooden walkways, and structural design of the camp, Parsons Hilltop Safari Camp is unfortunately not suitable for wheelchair users or persons with walking disabilities. Parsons River camp or Parsons House (inside) is moderate accessible, request more details from the management before booking.



Bookings & Payments

BOOKING, DEPOSIT & PAYMENT STRUCTURE

- **Provisional bookings: & 7-Day Rule:** A provisional booking is solely an expression of intent and a temporary hold on accommodation. It does not constitute a binding contract, a final reservation, a guarantee of rate, or a guarantee of room availability. All provisional bookings are valid for a maximum period of 7 (seven) calendar days from the date the quote or provisional invoice is issued, after which they will automatically lapse and be released back into general inventory without prior notice. Bookers are entirely responsible for tracking their own provisional reservations. During peak periods or high-occupancy dates, the Company reserves the right to shorten this provisional window to 24 hours if a competing, fully paid booking request is received.
- **Pricing Accuracy, Errors & Omissions (E&OE):** All rates, quotes, and room allocations provided in a provisional booking or quotation are Errors and Omissions Excepted (E&OE). In the event of a manifest error, clerical mistake, system glitch, or human oversight regarding pricing, the Company reserves the absolute right to rectify the error immediately upon discovery.

- **Obvious Mistake Doctrine & Waiver:** If a rate is quoted that is palpably, obviously, or structurally incorrect relative to the Company's advertised website rates or seasonal rate sheets, the Agent/Client acknowledges that such an offer cannot be "snapped up." A corrected invoice will be issued at the true rate. The Agent and Client explicitly agree that they **reserve no rights, claims, or legal recourse** to enforce or demand erroneous amounts or clerical mistakes contained within a provisional status.
- **Deposit to confirm:** A **50% deposit payment** of the final corrected/invoiced total is strictly required to secure and confirm all reservations. No rights can be derived from any booking until a formal written confirmation voucher has been issued by management.
- **Balance payment:** The remaining **50% balance payment** must be settled in full at least **30 days** prior to arrival. Bookings made within 30 days of arrival require immediate 100% full payment.
- **Accepted methods:** We accept Electronic Funds Transfer (EFT), Mastercard, and Visa.
- **Official pricing:** All payments made to the Company shall be charged strictly at the true rates specified under the 'Rates' section on our official website, or as otherwise agreed upon explicitly in writing by our management team.
- **Child discounts application:** Standard rates and deposit calculations will strictly honour our child discount structures (Free for ages 0-2, 25% of adult rate for ages 3-5 at our houses/river camp) only when confirmed at the time of booking.
- **Right to amend rates:** the Company reserves the right to adjust, amend, or update any published or contracted rates for future seasons—including those already issued for upcoming years (such as 2027)—to accommodate fluctuations in operating costs, government levies, or economic factors.
- **Honouring confirmed bookings:** any reservation that has already been confirmed and for which the required 50% deposit has been paid will be strictly honoured at the original rate at which it was booked.
- **Written notice:** in the event of a rate adjustment affecting unconfirmed provisional bookings or future contracts, the Company will notify partners and clients in writing prior to the change taking effect.
- **Written notice:** all cancellations must be submitted in writing via email and are only official once you receive a written acknowledgement of receipt from our reservations team.
- **30 days or more prior to arrival:** cancellations will receive a refund of the 50% deposit paid, minus a fixed non-refundable administration and processing fee of 500 ZAR to cover banking and handling costs.
- **Within 30 days of arrival:** cancellations made within 30 days of arrival will incur a 100% cancellation fee (the full booking amount is non-redundable).
- **Emergency discretion:** exceptions may be reviewed solely for genuine, documented emergencies at absolute management discretion.
- **Travel insurance notice:** we strongly advise all international guests to purchase comprehensive travel and trip cancellation insurance at the time of booking to cover unforeseen medical emergencies or losses.

Exclusive Lodge Buy Outs

EXCLUSIVE LODGE BOOKINGS (CAMP BUYOUTS PARSONS HOUSE AND RIVER CAMP COTTAGES)

- **Deposit & balance:** exclusive camp buyouts require a 50% deposit upon booking, with the remaining 50% balance paid in full at least 45 days prior to arrival. Agent conditions may differ, depending on their contract.
- **Exclusive cancellation window:** a 100% cancellation fee applies if an exclusive use booking is cancelled within 45 days prior to arrival.
- **Cancellation more than 45 days prior:** cancellations will receive a refund of the deposit, minus a 5% non-refundable administration and processing fee to cover extensive platform and merchant bank fees.



Extras and transaction fees

INCIDENTAL ACCOUNTS & TRANSACTION FEES

- **Settlement of extras:** all guests must settle their accounts upon departure for extras, conservation levies, beverages, curio shop purchases, or additional services.
- **Payment methods:** final settlement must be completed before check-out via cash or our secure online credit card platform.
- **Transaction fees:** All bank transfer fees, international payment fees, and credit card processing charges are to be fully covered by the guest or agent. Parsons Hilltop Safari Camp (Pty) Ltd does not absorb these transaction costs.
- **Partner transaction charges:** we kindly request that all DMCs, tour operators, and travel agents settle invoice balances via EFT or bank wire transfer. Should a partner prefer the convenience of using our secure online credit card payment link, the invoice total will be adjusted to include the relevant merchant processing and transaction charges.



Activities and transfers policy

ACTIVITIES & TRANSFERS POLICY

- **Cancellations:** confirmed transfers or activities become 100% non-refundable if cancelled within 72 hours of the scheduled start time. This includes activities booked as part of a package.
- **Itinerary changes:** package itineraries may vary based on availability. Guests cannot claim a refund if the final itinerary differs from what was originally offered. We retain the right to shift times and dates due to outside factors and third-party providers.
- **Weather cancellations:** if weather conditions prevent an activity, a refund of the cost price will only be issued if the third-party provider cancels the activity. For packages, Parsons Hilltop will refund the specific cost price of that activity as it relates to the package rate.

Child Policies and Game Drives

CHILD POLICY & GAME DRIVE REGULATIONS

- **Parsons Hilltop Tented Camp:** children aged 6+ are welcome and pay full adult rates. Children under 6 are only permitted if the entire camp is booked privately.
- Extra beds are possible (2 in the camp) for 25% of the adult sharing rate and only apply to children up to age 11. All ages over 11 pay 50% of the sharing adult rate.
- **Parsons House & Parsons River Camp Rates:** children of all ages are welcome at both locations under the following structure:
 - Ages 0-2 years: Stay free of charge (one baby cot available upon request).
 - Ages 3-5 years: Pay 25% of the standard adult rate.
 - Ages 6 years and older: Pay the full adult rate.
- **Game Drive access & age exceptions:** children aged 3 years and older are permitted to join our guided game drives, provided they strictly comply with all safety rules. Infants aged 0-2 years are generally not permitted on game drives. Exceptions for infants (0-2 years) to join the vehicle may be reviewed and allowed solely at the absolute discretion of the Reservations Manager at the time of booking (e.g., as part of an exclusive family group booking), and must be confirmed strictly in writing.
- **Safety, behaviour & ranger's authority:** for the safety and enjoyment of everyone on board, all passengers must follow the ranger's instructions at all times. In the unlikely event that a child's behaviour compromises the safety or comfort of the safari, the ranger retains the absolute right to return to camp immediately. No compensation or refunds will be provided, and the ranger's decision is final.
- **Alternative safari solutions:** depending on the circumstances and group dynamics, the ranger may decide to shorten the game drive for safety reasons, or adapt the itinerary to organize a shorter, child-friendly game drive for the entire group.



Malaria and Health

MALARIA & HEALTH INFORMATION

- **Area status:** as part of the Greater Kruger National Park ecosystem, Parsons Hilltop is located in a very low-risk malaria area.
- **Medical advice:** we strongly recommend that you consult your medical doctor or a local travel clinic prior to departure for professional advice on malaria prophylaxis and specific health recommendations.
- **Personal protection:** guests are requested to bring their own insect and mosquito repellents for personal use during their stay. Please note that mosquitoes are typically not present during our dry winter months.
- **A useful safari tip:** mosquitoes are naturally weak fliers and cannot navigate strong air currents. We highly recommend keeping your tent or room fans turned on during the evenings, as the continuous airflow is one of the most effective ways to prevent mosquitoes from landing near you.

Indemnity and Jurisdiction

INDEMNITY, WILDLIFE RISKS & GOVERNING LAW

- **Mandatory waiver:** all guests are strictly required to sign our official registration and indemnity form immediately upon arrival.
- **Signing on behalf of minors:** parents, legal guardians, or group leaders traveling with children under the age of 18 are strictly required to sign the official registration and indemnity form on behalf of the minors in their party. By doing so, the signing adult explicitly accepts full legal responsibility for the safety, well-being, and actions of those minors throughout their stay.
- **Limitation of liability:** Parsons Hilltop Safari Camp (Pty) Ltd accepts no liability for loss, theft, property damage, personal injury, illness, or death, regardless of whether it arises from negligence or otherwise.
- **Acceptance of wildlife risks:** guests explicitly acknowledge and accept that the camp is situated in an unfenced wilderness populated by wild animals and freely accept all inherent risks and unpredictable animal behaviour.
- **Governing law:** all terms shall be interpreted, governed, and take effect strictly according to the laws of the Republic of South Africa. The Courts of South Africa shall have exclusive and sole jurisdiction over any claims or disputes.

Additional Operational and legal compliance

- **Environmental and fire safety policy:** Due to the high risk of wilderness fires and the nature of canvas tent accommodations, the lighting of candles, incense, or open flames inside the tents is strictly prohibited. Smoking, including e-cigarettes and vapes, is confined strictly to designated outdoor communal areas. Any guest found violating these rules in a tent will be subject to an immediate penalty of 15.000 ZAR and immediate eviction.
- **Force Majeure:** The Company shall not be liable for any failure to perform its obligations, cancellations, or delays resulting directly from circumstances beyond its reasonable control. This includes, but is not limited to, wildfires, floods, extreme weather, pandemics, government-mandated travel restrictions, or national power grid failures. Affected guests will be referred to their compulsory personal travel insurance.
- **Dietary and Special Requests:** Due to our remote location, exclusive setting, and the unique logistics of operating a fixed daily surprise menu, all severe food allergies, dietary restrictions, or medical requirements must be communicated in writing at least 4 days prior to arrival. While every effort will be made to accommodate guest needs, the Company cannot guarantee the mitigation of cross-contamination for unannounced allergies, nor can we guarantee the fulfilment of dietary requests that **are only disclosed upon arrival**.
- **Privacy & POPI Act Compliance:** In accordance with the Protection of Personal Information Act (POPIA) of South Africa, the Company explicitly states that all personal data collected—including passport details, credit card information, contact details, and medical or dietary notes—is processed and retained strictly for booking confirmation, guest safety, financial processing, and legal compliance. The Company guarantees that all personal information is secured via encrypted platforms, is restricted to authorized personnel, and will never be shared with unauthorized third parties. By confirming a reservation, guests explicitly consent to the collection and lawful processing of this data for the duration required by South African statutory laws.



Additional Operational and legal compliance

- **Late check-in/check-out :** Official room check-in is available from 13h00, and room check-out must be completed strictly by 11h00. To join the camp for lunch on the day of arrival, guests must arrive at the main Parsons Nature Reserve gate by no later than 13h00. Due to safety protocols and logistics within an unfenced wilderness reserve, arrivals after 18h00 must be arranged with management in advance. The Company charges 850 ZAR compulsory chaperoning fee for arrivals from 18h00 onwards without prior written approval.
- **Property Damage & Guest Liability:** Guests are held fully and personally liable for any structural damage, breakages, or losses caused to the camp's tents, buildings, communal areas, furniture, equipment, or safari vehicles due to negligence, deliberate actions, or non-compliance with camp safety guidelines. The Company reserves the right to automatically charge the costs of repairs, replacements, or operational downtime to the guest's incidental credit card account or append these charges to the final bill prior to departure.
- **Website Terms of Use & Cookie Policy:** Our use of cookies is explained in our Privacy Policy. Essential cookies needed for the website, bookings and secure payments are always active; analytics and other non-essential cookies are only used if you accept them in the cookie banner on our website. All online materials—including promotional text, trademarked logos, and high-resolution wilderness or property imagery—are protected under international copyright laws and remain the exclusive intellectual property of the Company; any unauthorized reproduction, scraping, or distribution of these assets is strictly prohibited. Furthermore, our digital platforms may contain links to external third-party sites or independent merchant banking services for payment convenience, and the Company accepts no liability for the content, privacy protocols, or processing security of these external domains.

