



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 to Parsons

Thank you for choosing to stay with us. Parsons is a small, owner-run collection of camps in an unfenced wilderness, and everything we do is designed around one thing: giving you an unforgettable, carefree safari.

These terms explain how bookings, payments and life in the bush work, so you know exactly what to expect before you arrive. If you would like to book activities or a massage, or you are celebrating something special, just ask and we will gladly help make your stay extra memorable. We look forward to welcoming you to Parsons!

Warm bush regards,

Mirjam & Robert

owners Parsons Lodges & Parsons Safari Camps



THE ESSENTIALS

Arrival for lunch	by 13h00 at the main reserve gate (lunch is served at 14h00)
Check-in / check-out	from 13h00 / by 11h00
Late arrivals	after 18h00 by prior arrangement only (pick up fee applies)
Deposit	50% to confirm; balance 30 days before arrival
Cancellation	30+ days: deposit refunded less 500 ZAR; within 30 days: 100%
Exclusive buyouts	balance due and cancellation window: 30 days
Included	meals, 2 game drives daily, coffee & tea, housekeeping
Not included	drinks, transfers & gratuities
Children Welcome policy	6 years and older for Hilltop / all ages for River Camp & Parsons House
Dietary & medical	in writing, 4 days before arrival

1. Arrival & Departure

ARRIVAL, DEPARTURE & CAMP ACCESSIBILITY

- **Arriving for lunch:** to join us for lunch on your day of arrival, please arrive *no later* than 13h00 at the main Parsons Nature Reserve gate. The drive from the gate to camp takes 40-45 minutes, and lunch is served at 14h00. **Our kitchen closes at 14h30.**
- **Check-In & Check-Out times:** room check-in is officially available from 13h00, and room check-out must be completed by 11h00. See section 10 for late arrivals.
- **Accessibility:** 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 guests with walking difficulties. Parsons River Camp and Parsons House (inside) are moderately accessible; please ask us before booking.



2. 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 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 may correct the error as soon as it is discovered.

- **Obvious Mistake Doctrine & Waiver:** If a rate is quoted that is clearly incorrect relative to the Company's advertised website rates or seasonal rate sheets, the guest acknowledges that such an offer cannot be "snapped up." A corrected invoice will be issued at the true rate. The guest agrees 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 required to secure and confirm all reservations. No rights can be derived from any booking until a formal written confirmation has been sent by the company.
- **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 are charged at the rates published 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 apply our child rates (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.

3. Cancellation Policy

- **Right to amend rates:** the Company reserves the right to adjust, amend, or update any published rates for future seasons—including those already issued for upcoming years—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 honoured at the original rate at which it was booked.
- **Cancellations in writing:** 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-refundable). The same applies to no-shows, late arrivals and early departures. Date changes are always subject to availability; within 30 days of arrival the booking remains non-refundable, even if new dates cannot be offered.
- **Emergency discretion:** exceptions may be reviewed solely for genuine, documented emergencies at management's discretion.
- **Travel insurance:** we strongly advise all guests, and international guests in particular, to purchase comprehensive travel and trip cancellation insurance at the time of booking to cover unforeseen medical emergencies or losses.

4. Exclusive Lodge Buyouts

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 30 days prior to arrival.
- **Exclusive cancellation window:** a 100% cancellation fee applies if an exclusive use booking is cancelled within 30 days prior to arrival.
- **Cancellation more than 30 days prior:** cancellations will receive a refund of the 50% deposit paid, minus a fixed non-refundable administration and processing fee of 500 ZAR.



5. Your Rate and Extras

WHAT'S INCLUDED, EXTRAS & TRANSACTION FEES

- **Included in your rate (all three camps):** a daily programme of two guided game drives with coffee, tea and snacks; a two-course breakfast, a light lunch and a three-course dinner (except on braai nights, 2 course); coffee and tea during the day; daily housekeeping and turndown service. We offer potable water
- **Not included:** all drinks, including bottled water (each camp has a fully stocked, licensed honesty bar), conservation levies, curio shop purchases, additional activities, all transfers to and from camp, and gratuities for your ranger, tracker and camp team (always at your own discretion). Extras are settled before check-out in cash or via our secure online card platform.
- **Transaction fees:** All bank transfer fees, international payment fees, and credit card processing charges are for the guest's account, as we are unable to absorb these costs.
- **Wi-Fi:** we offer free Wi-Fi in our main buildings. The tents have only a weak signal, enough for WhatsApp, so you can truly unwind.

6. Activities and Transfers

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. No refund can be claimed if the final itinerary differs from the one originally offered, and we may need to adjust times and dates because of outside factors or 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.



7. Children and Game Drives

CHILD POLICY & GAME DRIVE REGULATIONS

- **Parsons Hilltop Tented Camp:** children aged 6+ are welcome and pay the full adult rate in their own tent. Children under 6 are only permitted if the entire camp is booked privately.
- Extra beds (max. 2 in camp), only in a tent with two paying adults: ages 6-11 pay 25% and ages 12+ pay 50% of the adult sharing 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 follow 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 allowed at the discretion of the Reservations Manager at the time of booking (e.g., as part of an exclusive family group booking), and must be confirmed 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 may return to camp. The ranger's decision is final and no refund applies.
- **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 organise a shorter, child-friendly game drive for the entire group.



8. 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:** please bring your own insect repellent. 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.

9. Indemnity and Jurisdiction

INDEMNITY, WILDLIFE RISKS & GOVERNING LAW

- **Registration & indemnity:** all guests are asked to sign our registration and indemnity form on arrival. Parents, legal guardians or group leaders travelling with children under the age of 18 are required to sign the 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, to the fullest extent permitted by South African law, for loss, theft, property damage, personal injury, illness, or death, whether arising 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 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.

10. Operational & Legal Compliance

- **Fire safety:** Due to our canvas tents and the dry bush, a single spark can start a wildfire. To keep everyone safe, please don't light candles, incense or any open flame inside your tent. Smoking (including e-cigarettes and vapes) is welcome in our designated outdoor areas. We take this very seriously: anyone who smokes or uses an open flame inside a tent will be asked to leave without a refund and will be held fully responsible for any damage caused, including repairs, replacement and lost bookings.
- **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 personal travel insurance, which we strongly advise.
- **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 takes all reasonable steps to secure personal information: access is restricted to authorised personnel, and it is only shared with parties involved in your stay or where required by law. 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.



10. Compliance (continued)

- **Late check-in/check-out:** Official room check-in is available from 13h00, and room check-out is 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 a chaperoning fee of 850 ZAR for arrivals from 18h00 onwards without prior written approval.
- **Property Damage & Guest Liability:** Guests are 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 may 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:** By accessing our official website, digital reservation links, or online payment portals, users consent to the automated use of cookies and tracking technologies designed to optimise browsing performance, secure transactions, and analyse traffic metrics. 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 unauthorised reproduction, scraping, or distribution of these assets is not permitted. 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.

