

WEBSITE TERMS & CONDITIONS

Veld & Villa (Pty) Ltd

Trading as Nkala Bush Lodge 6 and Mangawana Bush Lodge 7

Website: www.veldandvilla.co.za

Republic of South Africa

1. Introduction

1.1 These Terms and Conditions govern your use of this website and any bookings made through www.veldandvilla.co.za ("the Website").

1.2 By accessing or using this Website, you agree to be bound by these Terms.

1.3 If you do not agree to these Terms, you must not use this Website.

2. Company Information

The Website is operated by Veld & Villa (Pty) Ltd, operating accommodation within Hunter's Pride Wildlife Estate, Dinokeng Big Five Game Reserve, Gauteng, South Africa.

Contact details:

Email: [insert email]

Phone: [insert phone]

3. Website Use

3.1 You agree to use this Website only for lawful purposes.

3.2 You may not:

- Attempt to gain unauthorised access to the Website
- Introduce malicious software
- Copy, reproduce or distribute Website content without permission

3.3 All content, including images, branding, text and design, is the intellectual property of Veld & Villa unless otherwise stated.

4. Bookings & Payments

4.1 A booking is confirmed only once full payment has been received and cleared.

4.2 The Lodge reserves the right to:

- Decline any booking
- Correct pricing errors
- Cancel bookings where payment is not received

4.3 All pricing is displayed in South African Rand (ZAR).

4.4 VAT status will be indicated where applicable.

5. Cancellations & Refunds

5.1 Cancellation terms applicable at the time of booking will apply.

5.2 In accordance with Section 17 of the Consumer Protection Act, cancellation fees may be charged based on:

- Notice period
- Ability to re-let the property
- Nature of the booking

5.3 No-shows may result in forfeiture of the full booking amount.

6. Wildlife Risk Disclosure

6.1 The Lodge is situated within a Big Five Game Reserve where wild animals roam freely.

6.2 Guests acknowledge that entering the Estate involves inherent risk.

6.3 Veld & Villa shall not be liable for injury, loss or damage except where liability cannot be excluded under South African law.

6.4 Guests may be required to sign a separate indemnity on arrival.

7. Limitation of Liability

7.1 The Website and its content are provided “as is” without warranties of any kind.

7.2 Veld & Villa shall not be liable for:

- Technical errors
- Website downtime
- Booking platform failures
- Indirect or consequential damages

7.3 Liability, where legally imposed, shall be limited to the amount paid for the booking.

8. Third-Party Links

8.1 This Website may contain links to third-party websites.

8.2 Veld & Villa is not responsible for the content, policies or practices of third-party sites.

9. Privacy & POPIA

9.1 Personal information collected through this Website will be processed in accordance with applicable South African data protection laws, including POPIA.

9.2 Information collected may include:

- Name
- Contact details
- Booking information

9.3 Personal information will not be sold to third parties.

9.4 A separate Privacy Policy forms part of these Terms.

10. Force Majeure

Veld & Villa shall not be liable for failure to perform due to events beyond reasonable control, including but not limited to:

- Natural disasters
- Government restrictions
- Wildlife activity

- Power outages
 - Civil unrest
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11. Amendments

11.1 These Terms may be updated at any time.

11.2 Continued use of the Website constitutes acceptance of any revised Terms.

12. Governing Law

These Terms are governed by the laws of the Republic of South Africa.

Any disputes shall be subject to the jurisdiction of South African courts.