

Document Name: Website Terms and Conditions

Document Number: TAC.IT.001

Effective Date: 07 April 2026

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Version Number: v1



TERMS AND CONDITIONS

These Terms and Conditions govern your use of the Kira Safaris website and the booking of luxury accommodation and safari-related experiences offered by Kira Investments (Pty) Ltd (“Kira”, “we”, “us” or “our”) in the Dinokeng Game Reserve, Gauteng, South Africa.

By accessing this website or making a booking, you agree to be bound by these Terms and Conditions.

1. Company Information

This website is operated by:

Kira Investments (Pty) Ltd Trading as: Kira Safaris

Registration Number: 2023/098862/07

Physical Address: 18 Rooibank Road, Rooibank 89-JR, Pretoria, South Africa

Email: info@kirasafaris.co.za

Telephone: +27 (0)79 515 1965

Kira Investments (Pty) Ltd is a private company registered in South Africa.

2. Detailed Description of Services

Kira Safaris operates in the hospitality industry and offers:

- Luxury accommodation
- Related safari experiences

All accommodation and services are subject to availability.

3. Booking and Confirmation

Bookings are only confirmed once:

- Full payment or the required deposit has been received, and
- A written confirmation (booking reference number and/or booking voucher) has been issued.

Subject to availability and receipt of payment, booking requests will be processed, and confirmation will be provided via email with all associated costs reflected.

Kira reserves the right to decline any booking at its discretion.

4. Pricing and Currency

- All prices are displayed in South African Rand (ZAR).
- The merchant outlet country at the time of presenting payment options is the Republic of South Africa.
- Transaction currency is South African Rand (ZAR).

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- All rates quoted include VAT (Value Added Tax). Should the prevailing rate or levy change, Kira reserves the right to amend the quoted rates accordingly, without prior notification.
- Kira reserves the right to change pricing without prior notice.
- All rates exclude Dinokeng Conservation fees which are payable upon exit at any pay station.
- Full payment is required for both the luxury accommodation and safari experiences.
- Kira reserves the right to cancel any booking if full payment is not received on due date and to restrict one-night bookings over weekends, school and public holidays.
- All room account balances must be settled in full on departure by cash, credit card or payment link.
- Check-in time is from 14h00 on day of arrival; rooms should be vacated by 10h00 on day of departure. Please advise us of any planned late arrivals (after 18h00)
- Guests are limited to the number of beds booked per room.
- Kira's luxury accommodation doesn't cater for children, however other accommodation can be suggested which caters for children.
- No refund is applicable after start of scheduled activity should unfavourable weather conditions necessitate a termination of the activity.

5. Payment Options Accepted

Payment may be made via:

- Visa
- MasterCard
- Diners Club
- American Express
- Bank transfer into the Kira Investments (Pty) Ltd bank account (details provided on request)

6. Payment Gateway

Card transactions will be acquired for Kira Investments (Pty) Ltd via Payfast by Network, who are the approved payment gateway for all South African acquiring banks.

Payfast by Network uses the strictest form of encryptions, namely Secure Socket Layer 3 (SSL) and no card details are stored on the Kira website.

Users may visit: <https://payfast.io/> to view Payfast's security certificate and security policy.

7. Customer Details Separate from Card Details

Customer details are stored by Kira Investments (Pty) Ltd separately from card details entered by the client on Payfast by Network's secure site. For more information on Payfast by Network, please refer to: www.payfast.io

8. Delivery Policy

Subject to availability and receipt of payment:

- Booking requests will be processed within two business days.
- Delivery of services is confirmed by way of a booking reference number and/or booking voucher issued electronically.
- Physical goods are shipped.

9. Returns and Refunds Policy

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9.1 Availability

The provision of accommodation and safari experiences by Kira Safaris is subject to availability.

9.2 Cancellation by Client

- Up to 7 days prior to arrival – forfeit 50% of accommodation and activities fees.
- 7 days and less prior to arrival – 100% of accommodation and activities fees will be forfeited.
- 100% cancellation fee is applicable for bush barbeques / special events cancelled/deferred within 48 hours of start time.

Additional cancellation terms may apply depending on:

- Time of cancellation
- Seasonal rates
- Third-party activity providers

Specific cancellation conditions will be communicated at the time of booking.
Refunds will be processed via the original method of payment, where possible.

10. Safari and Activity Disclaimer

Guests acknowledge that:

- Safari activities take place in natural environments.
- Wildlife is unpredictable and potentially dangerous.
- Participation in safari activities is undertaken at the guest's own risk.

Kira takes all reasonable precautions to ensure guest safety but cannot guarantee absolute safety in a wilderness environment.

Guests agree to:

- Follow all safety instructions provided by guides and staff.
- Comply with all lodge and activity rules.
- Indemnify Kira against liability arising from failure to follow safety instructions.

Nothing in this clause excludes liability where it would be unlawful to do so under South African law.

11. Customer Privacy Policy

Kira Investments (Pty) Ltd shall take all reasonable steps to protect the personal information of users.

For purposes of this clause, "Personal Information" is defined in accordance with the Protection of Personal Information Act, 2013 (POPIA).

We collect personal information solely for:

- Processing bookings
- Communicating with clients
- Providing services
- Meeting legal and regulatory obligations

We do not sell personal information to third parties.

The Payfast by Network Privacy Policy may be accessed at:

<https://payfast.io/privacy-policy/>

12. Responsibility

Kira Investments (Pty) Ltd takes responsibility for all aspects relating to transactions conducted on this website, including:

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- Sale of accommodation, products and services
- Customer service and support
- Dispute resolution
- Delivery of services

13. Force Majeure

Kira shall not be liable for failure to perform obligations due to events beyond its reasonable control, including but not limited to:

- Natural disasters
- Government restrictions
- Pandemics
- Civil unrest
- Weather conditions
- Wildlife incidents etc.

14. Limitation of Liability

To the fullest extent permitted by law:

- Kira shall not be liable for indirect or consequential losses.
- Liability for direct damages shall be limited to the amount paid for the booking giving rise to the claim.

This limitation does not exclude liability where such exclusion would be unlawful under South African law.

15. Country of Domicile

Kira Investments (Pty) Ltd chooses as its domicilium citandi et executandi: 18 Rooibank Road, Rooibank 89-JR, Pretoria, South Africa for all purposes under this agreement, whether in respect of court process, notice, or communication of any nature.

16. Governing law and Dispute Resolution

These Terms are governed by the laws of South Africa. You consent to the jurisdiction of the High Court of South Africa (Gauteng Division, Johannesburg) for any disputes, subject to first attempting good faith- resolution between senior contacts

17. Use of this website

This website may only be used to browse the content, make legitimate bookings and shall not be used for any other purposes, including without limitation, to make any speculative, false or fraudulent bookings. The content within this website may not be copied, reproduced, uploaded, posted, transmitted or distributed without explicit written consent from the owner(s). Any unauthorized use of this website and/ or the materials contained on this site may violate applicable copyright, trademark or other intellectual property laws or other laws.

18. Disclaimer of Warranty

The content of this website is provided "as is" without warranty of any kind, either expressed or implied, including but not limited to warranties of merchantability, fitness for a purpose and non-infringement.

The owner of this website, the authors of this content and in general anybody connected to this site in any way, hereunder referred to as the "Providers", assume no responsibility for errors or omissions in the content.

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The Providers further do not warrant, guarantee or make any representation regarding the safety, reliability, accuracy, correctness or completeness of the content. The Providers shall not be liable for any direct, indirect, general, special, incidental or consequential damages (including -without limitation- data loss, lost revenues and lost profit) which may result from the inability to use or the correct or incorrect use, abuse, or misuse of the content, even if the Providers have been informed of the possibilities of such damages. The Providers cannot assume any obligation or responsibility.

The use of the content is forbidden in those places where the law does not allow this disclaimer to take full effect.

19. Variation

Kira Investments (Pty) Ltd may, in its sole discretion, amend or update this agreement at any time without prior notice. The latest version will always be available on the website.

Kira reserves the right to:

- modify or withdraw, temporarily or permanently, the Website (or any part of) with or without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the Website; and/or
 - change these Conditions from time to time, and your continued use of the Website (or any part of) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether these conditions have been changed. If you do not agree to any change to the conditions, then you must immediately stop using the Website.
 - We will use reasonable endeavours to maintain the website. The website is subject to change from time to time. You will not be eligible for any compensation because you cannot use any part of the website or because of a failure, suspension or withdrawal of all or part of the Website due to circumstances beyond our control.
- Kira reserves the right to relocate any reserved events to suitable venues should unfavourable weather conditions prevail or if there is any other reasonable explanation to do so at their sole discretion.
- Kira reserves the right to restrict waiting time for delayed activity guests for only 10 minutes, whereafter the vehicle will depart and no refund will be due for the missed activity cost.