



South African Animal Sanctuary Alliance  
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NPC Number: 2000/000667/08  
NPO Number: 008-464



# SAASA SANCTUARIES TERMS AND CONDITIONS

## No Interaction Policy:

To prioritize the safety and well-being of both visitors and animals, our sanctuaries strictly uphold a no-touch (hands-off) policy. There is no permitted human-animal interaction within these premises.

## Operating Hours:

- Monkeyland and Birds of Eden operate daily from 8 am to 5 pm, unless alternative arrangements have been pre-arranged.
- Jukani Wildlife Sanctuary is open daily from 9 am to 5 pm, with the final tour departing promptly at 3:45 pm.

## All-Weather Facilities:

Our sanctuaries are equipped as all-weather facilities, ensuring a comfortable experience for visitors of all ages and group sizes.

## Flexible Ticketing:

Entrance to our sanctuary is based on a day rate, and tickets can be divided for use on different days, providing flexibility to our patrons.

## Guided Tours:

- All tours at Monkeyland and Jukani Wildlife Sanctuary are expertly guided, enhancing the educational experience for our visitors.
- Birds of Eden offers self-guided tours, with the option to request a guide at no additional cost. Guides at Birds of Eden are only available till 3pm unless pre-arranged.

## Wheelchair Accessibility:

Our sanctuaries and facilities are designed to be wheelchair accessible, ensuring inclusivity for all our guests. Each sanctuary has one bathroom that is wheelchair accessible.

**Directors; C. dos Santos (Chairman) T. Blignaut V.D. Ruben**



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### Language Preferences:

- Unless otherwise specified in advance, tours are conducted in English for the convenience of our guests.
- For French-speaking visitors, we offer foreign language guides at Monkeyland, provided a minimum notice of 48 hours is given for booking.

### Charge information:

- The cost paid only covers the chosen activity. All other expenses for travel to and from the sanctuary, gratuities, etc., are for the client's account.
- Prices are categorized as Adults (Anyone over the age of 12) and Children (Anyone under the age of 12, but over 3 years of age). Children under the age of 3 are not charged for.
- For agent bookings a Driver/Guide can join the clients on tour free of charge.

### Booking Confirmation & Reservations:

All reservations are confirmed and constitute a booking upon receipt. A pro-forma invoice can be supplied before the client's arrival. A tax invoice will be supplied once the clients have completed their visit. Payment is due upon receipt of the invoice.

### Cancellation Policy:

- **Cancellation by Direct Booking:** We do not charge for cancellations made directly with us. You can keep the credit on your account or request a refund.
- **Cancellation by Online Bookings:** A cancellation fee of R50 will be charged for all online booking cancellations. Please allow 5 – 7 working days for refunds to be processed.

### Food and Beverages:

- No food is allowed to be brought into the sanctuaries or consumed while on tour.
- Water is allowed on all tours.
- No feeding or offering our animals food of any kind. This includes the Baboons who frequent the parking lot of Monkeyland and Birds of Eden.

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## BOMA DINNER AND NIGHT SAFARI TERMS AND CONDITIONS

The cost paid only covers the Night Safari and Dinner.

All other expenses for travel to and from the sanctuary, gratuities or drinks are for the clients own account.

No drinks are allowed to be brought in as the restaurant is a licensed venue.

There is no corkage available.

Please note that our boma dinner offers a fixed menu.

Kindly inform us of any dietary restrictions or requirements at the time of your reservation.

The night safari experience will be a guided one-hour walking tour led by a professional ranger.

The cost covers both the dinner and the safari as a package, and these cannot be separated.

Should you decide to skip either the dinner or the safari for any reason, please be aware that you will not be eligible for any refunds or adjustments for that portion.

Both your email as well as a contact telephone number must be supplied with your booking in order to update you should any deviations from the program or urgent information need to be communicated regarding the boma.

Please note that Prices are categorised as Adults (Anyone over the age of 12) and Children (Anyone under the age of 12, but over 3years of age) children under the age of 3 are not charged for.

### Booking Confirmation & Reservations

All reservations are tentative and do not constitute a booking.

A booking is considered confirmed once full payment is received.

Payment should be made by latest 12 noon of the day preceding the event in order to confirm the booking as staff needs to be allocated and the kitchen must have final numbers by 12 noon.

### Cancellation Policy

#### *Cancellation by Clients - individuals*

Cancellations made more than 48 hours before the event will receive a 100% refund.

Cancellations made between 24 to 48 hours before the event will receive a 50% refund.

Cancellations made less than 24 hours before the event will not qualify for a refund.

#### *Cancellation by Clients – Groups*

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Cancellations of groups of 8 or more will receive a 100% refund if cancelled more than 7 days before the event.

Cancellations of groups of 8 or more will not be eligible for any refund if cancelled less than 7 days prior to the event.

#### *Cancellation by Hosts*

If the Boma dinner and night safari are cancelled by the hosts, guests will receive a 100% refund.

Please allow 2-3 working days for this refund to be processed.

Cancellation of a group booking for 8 or more people by the hosts will receive a 100% refund.

## THE FARMYARD TERMS AND CONDITIONS

The farmyard tours start at 9 am in the morning and the last tour is at 15:30 – The farmyard closes at 16:30

A limited amount of food buckets are available for purchase from the farm shop.

No food may be given to the animals that has not been purchased at the Farmshop.

Touching the animals is allowed only under supervision of the farmhand.

No animals may be picked up or handled otherwise.

The play area at the farmyard is only available to persons who have paid for entrance to the farmyard.

Group bookings are available for kiddies' parties, and it is permitted to bring your own picnic baskets and decorations, however any decorative items should be animal friendly and must be removed after the event.

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