



6 JANUARY 2027 - 5 JANUARY 2028

## General Terms & Conditions

### Annexure A

#### DEFINITIONS

In these general terms and conditions:

“Agreement” means a written agreement concluded between Singita and a travel partner, to which these Terms & Conditions are attached and form an integral part.

“Counterparty” means either: (i) a direct guest who has made a booking with Singita and has received a copy of these Terms & Conditions attached to their invoice; or (ii) a party to an Agreement, including any travel partners and/or guests of that party.

“Singita” means Singita Management Company Proprietary Limited.

“Terms & Conditions” means this document setting out the Singita general terms and conditions, including any applicable rates, as amended from time to time, and applicable to the counterparty.

Your attention is specifically drawn to the obligations set out in these General Terms & Conditions and to the cancellation policy contained herein. The Counterparty must familiarise itself with the policy. In circumstances where the Counterparty is a travel partner, it is obligated to inform guests thereof.

These Terms & Conditions are also available on our website for inspection.

Rates quoted are subject to change, and Singita reserves the right to adjust such rates throughout the contracting period for new bookings.

## GENERAL INCLUSIONS & EXCLUSIONS

### INCLUDES

- Accommodation
- All meals
- All beverages
- Guest experiences offered by Singita
- Land transfers between Singita properties and airstrips (except Singita Volcanoes National Park)
- Laundry
- Wi-Fi access where applicable

### EXCLUDES

- Purchases from the Singita Boutique & Gallery
- Wellness treatments
- Any activities, community experiences and/or day trips offered by third-party suppliers, and all associated transfers
- At Singita Volcanoes National Park: additional permits or costs associated with guest experiences in Volcanoes National Park, including permits for gorilla-trekking
- All levies and fees, which are subject to change without prior notice
- Transport to and from the Reserve

### PILOT/GUIDE ACCOMMODATION

- Rate is nett and non-commissionable
- Rate includes meals and accommodation
- Rate excludes all scheduled safari activities
- Rate excludes all applicable levies and fees

## CHECK-IN & CHECK-OUT TIMES

### STANDARD

- Guests are welcome to arrive at all Singita properties from 12h00 onwards on their scheduled day of arrival. Check-in is generally available from 13h00 (barring any unforeseen circumstances).
- Check-out is at 11h00.

### SINGITA VILLA COLLECTION

- Singita's Villa Collection includes: Ebony Villa, Lebombo Villa, Castleton, Serengeti House, Milele, Kilima, Explore, Kataza House, Malilangwe House, and Elela.
- Check-in is from 14h00 (barring any unforeseen circumstances) and check-out is at 11h00.
- Guests wishing to arrive earlier or depart later from these properties must pre-arrange this at the time of reservation. This option is subject to availability, and an additional charge will be levied.

## ROAD & CHARTER

- Guests arriving at or departing from Singita Kruger National Park or Sabi Sand by car, whether in their own vehicle or via a road transfer company, are requested to carry their confirmation voucher (issued by Singita or the booking agent) at all times. They must also provide a mobile telephone number on which the relevant Singita property can contact them while they're in transit.
- Special conditions and restrictions apply for guests arriving and/or departing by private charter. These are available from Singita on request.

## UNSALEABLE INVENTORY

Singita reserves the right to decline a booking where the requested dates result in an unsaleable night within a specific room category or villa.

## SINGLE SUPPLEMENT

A single supplement of 25% of the adult rate will apply from the third single suite onwards when three or more single suites are booked for the same period at a Singita property.

## GROUPS

- A party that occupies more than 60% of the beds at any given property on any given night is considered to be a Group.
- A Group taking 60% or more of the beds at any given property on any given night is required to take exclusive use of the lodge and will be billed accordingly.
- A supplement may be levied on the accommodation charge at the time of booking for the nights prior to and following the Group's arrival and departure.
- For Group bookings, rates, payment, and cancellation terms shall be negotiated on a case-by-case basis with your Singita Sales Manager and Reservations Consultant.

## SPECIAL REQUESTS

- Singita should be advised of any special requests, such as dietary preferences, birthday celebrations, and anniversaries, at least 14 days prior to arrival at the respective property.

## FESTIVE AND SEASONAL SPECIAL TERMS

### 1 JUNE - 31 AUGUST

- Ebony and Lebombo will only be bookable as a villa unit. The two Family Suites and two Two-Bedroom Suites may not be booked as individual units.

### FESTIVE

- Festive Season is defined as 15 December - 5 January each year.
- A minimum stay of three nights is required at all Singita properties, except for Singita Volcanoes National Park, where a minimum two-night stay is allowed if guests are doing only one activity in Volcanoes National Park.
- Ebony and Lebombo will only be bookable as a villa unit. The two Family Suites and two Two-Bedroom Suites may not be booked as individual units.
- Arrivals and departures at any Singita property on Christmas Day or New Year's Day are by request only.
- Please refer to our Payment Policy for special conditions during this time.

## MINIMUM STAY REQUIREMENTS

- At Singita Volcanoes National Park, a minimum stay of two nights is required year-round where guests undertake one activity in Volcanoes National Park during their stay.
- At Singita Volcanoes National Park, a minimum stay of three nights is required year-round where guests undertake two activities in Volcanoes National Park during their stay.
- At all properties, a minimum stay of two nights is required year-round, except during Festive Season, when a minimum stay of three nights applies.
- During Festive Season, a minimum stay of three nights applies at all Singita properties, except at Singita Volcanoes National Park, where a minimum stay of two nights is permitted, provided guests undertake only one activity in Volcanoes National Park during their stay.

## HEALTH PRECAUTIONS

### MALARIA

- All of Singita's properties are situated in malaria-risk areas. It is therefore essential that guests consult medical practitioners regarding anti-malaria requirements prior to travel.

### YELLOW FEVER

- Yellow Fever certification is required when travelling from or transiting through, yellow fever-endemic countries. Kenya is an endemic country.
- Please note that requirements may change from time to time. While we endeavour to remain up to date, Singita cannot be held liable for any incorrect or outdated information, and we strongly recommend that guests to consult their general practitioner and/a travel clinic regarding the latest requirements prior to departure.

## CHILDREN AT SINGITA

### AGES

- Children are defined as guests aged 2-16 years.
- Infants are classified as children under 2 years of age.

### ACCOMMODATION

- Children must be aged 10 years and older to stay at Boulders, Lebombo (excluding the Lebombo Two-Bedroom Suites and Villa), Sabora, and Mara River Camp.
- Children of all ages are welcome at all other Singita properties.
- At Ebony, families with children under 10 years of age are required to book a Family Suite to guarantee the availability of a private vehicle.

### RATE

- Infants under 2 years of age stay free of charge.
- Children aged 2-16 years of age stay at 50% of the adult rate when sharing with either one adult or child.
- A single child occupying their own suite will be charged the full adult rate.

### SHARING/TRIPLES

- Families wishing to share are encouraged to book Family Suites, Two- or Three-Bedroom Suites or Cottages, Villas or private-use properties.
- Triple occupancy is available on request and requires an additional room to be booked.

## PRIVATE VEHICLE

- Families travelling with children under 10 years of age are required to book a private vehicle (subject to availability).
- Families of up to three members, including children under 10 years of age, will be charged the applicable private vehicle rate (subject to availability).
- Families of four or more members, including children under 10 years of age, are guaranteed the complimentary use of a private vehicle (subject to availability).
- At Ebony, families with children under 10 years of age are required to book a Family Suite to guarantee the availability of a private vehicle.
- Elela offers a private vehicle at each camp.
- In the interest of safety, children may participate in safari activities at the discretion of a Singita guide.

## PRIVATE VEHICLES AT SINGITA

- In each region, a limited number of private vehicles may be booked by guests in advance at an additional cost (subject to availability).
- A private vehicle must be booked for the entire stay.
- A private vehicle is not guaranteed unless there are six full-paying guests or it has been booked and paid for.
- At Ebony, a private vehicle may only be requested when a Family Suite is booked.
- A private vehicle is included in the daily rate when booking any of the following: Castleton, Malilangwe House, Milele, Kilima, Serengeti House, Explore, Ebony Villa, Lebombo Villa, Sweni Pool Suite, Sasakwa Four-Bedroom Cottage, Sasakwa Hillside Suite, and Elela.
- Refer to the “Children at Singita” section above for more information about vehicles for families with children under 10 years of age.
- All private Field Guides (regardless of accommodation type booked) wishing to accompany their guests on safari activities must pre-book a private vehicle (subject to availability) and will be charged the applicable daily rate.

## GORILLA TREKKING

- The minimum age requirement is 15 years.
- Permits are subject to availability at the time of booking.
- If Singita books the permit on behalf of the guest, proof of payment for the permit must be received within 24 hours, and the guest’s passport details must be provided no later than 60 days prior to travel.
- Guests are required to book and pay for a Driver Guide and vehicle for each day of their stay at Singita Volcanoes National Park to facilitate all activities, as well as transfers to Kigali and the Musanze helipad (when applicable or required). A Driver Guide and vehicle ensures flexibility, allowing guests to plan their days according to preference.
- It is not recommended to participate in any Volcanoes National Park activities on the day of departure, as there are no day-use facilities at Singita Volcanoes National Park for guests to freshen up after check-out. Should guests still wish to participate in a Park activity on their departure day, they must book their suite for an additional night.
- Permits are non-refundable.

## SINGITA OKAVANGO DELTA

- Boating minimum age requirement is 6 years.
- Mokoro safari minimum age requirement is 12 years.
- Walking safari minimum age requirement is 16 years.

## PAYMENT POLICY

### GENERAL

- Provisional reservations may be held for 21 days, after which the space must either be released back to Singita for resale or confirmed by paying a non-refundable commitment fee (deposit).
- This commitment fee is calculated at 25% of the total reservation value.
- The balance of payment is due 60 days prior to arrival.

### FESTIVE SEASON

- For the Festive Season period, defined as 15 December – 5 January each year:
- Provisional reservations may be held for 21 days, after which the space must either be released back to Singita for resale or confirmed by paying a non-refundable commitment fee (deposit).
- This commitment fee is calculated at 50% of the total reservation value.
- The balance of payment is due 120 days prior to arrival.

## CANCELLATION POLICY

In the event that any confirmed reservation is cancelled by the Counterparty for any reason whatsoever, including but not limited to cancellation as a result of a Force Majeure Event (as defined below), or where that Singita cancels a confirmed reservation due to a Force Majeure Event or a breach by a Counterparty of these Terms & Conditions and/or any Agreement concluded with the Counterparty, the following cancellation fees apply:

### GENERAL

- Penalty of 25% of the total reservation value if cancelled up to 61 days prior to arrival
- Penalty of 100% of the total reservation value if cancelled 60 days or less prior to arrival

### FESTIVE SEASON

- For the FESTIVE period defined as 15 December – 5 January each year:
- Penalty of 50% of the total reservation value if cancelled up to 121 days prior to arrival
- Penalty of 100% of the total reservation value if cancelled 120 days or less prior to arrival

## EXCEPTIONAL CIRCUMSTANCES FOR CANCELLATION

**Notwithstanding anything to the contrary contained or implied in the above General and Festive Season cancellation terms:**

Where a confirmed reservation is cancelled within 60 days of arrival, or within 120 days during the Festive Season, and one or more of the restrictions listed below apply to the guest's arrival dates, the following provision shall apply:

- 100% of the Singita accommodation value will be refunded.

#### RESTRICTIONS:

If all Singita properties in the region that the guest was due to visit are temporarily closed.

or

If the government of the country within which the Singita property is located has closed its borders to citizens or travellers of the guest's country of residence or origin for any reason.

or

If the government of the country within which the Singita property is located has declared that no visas will be issued to citizens or travellers of the guest's country of residence or origin.

or

If the government of the guest's country of residence or origin has closed its borders to all but essential travel.

or

If the government of the country within which the Singita property is located has imposed any form of mandatory quarantining on arrival into said country on citizens or travellers of the guest's country of residence or origin.

#### COMPLIANCE WITH APPLICABLE SANCTIONS LAWS

The Company is committed to complying with all applicable national and international sanctions laws and regulations, including but not limited to those imposed by the United Nations, the European Union, the United Kingdom, the United States, and any other relevant regulatory authority.

#### GUEST INFORMATION REQUIREMENT

As a condition precedent to the confirmation of any booking, the Agent shall provide accurate and complete guest identification information, including valid passport details for each guest.

Such information is required strictly for the purposes of:

- verifying guest identity; and
- conducting sanctions and compliance screening.

#### RIGHT TO DECLINE OR CANCEL BOOKINGS

The Company reserves the right, in its sole but reasonable discretion, to:

- decline to confirm any booking; or
- cancel any confirmed booking,

where:

- a guest is identified as being subject to applicable sanctions; or
- The Company reasonably suspects that accepting the booking may result in a breach of applicable laws or regulatory obligations.

#### APPLICATION OF CANCELLATION TERMS

In the event of a cancellation in terms of clause 3 above, and or the Company's standard cancellation terms shall

apply, unless otherwise required by law.

**IMPORTANT NOTE: If cancellation of a confirmed booking is a result of flight cancellation not related to the aforementioned restrictions, the General cancellation terms apply. In most cases, Comprehensive Travel Insurance policies cover this eventuality.**

The aforesaid cancellation fees and the proportions thereof have been calculated with reference to Singita's diminished ability to resell reservations during the relevant periods and account for the costs incurred by Singita in fulfilling its obligations in terms of reservations made by Counterparties. Such costs include, but are not limited to: (i) operational costs, including staff and office costs; (ii) costs incurred in respect of credit card commissions to receive various payments; and (iii) food, wine, and beverages purchases made in anticipation of guest arrivals.

A Counterparty who is a direct guest is required to take out comprehensive travel insurance within 21 days of confirming their booking, to cover, inter alia, cancellation or curtailment of their trip. A Counterparty that is a travel partner is required to comply with clause 2.1 of the Agreement, which includes an obligation to inform its travel partners and/or guests to take out comprehensive travel insurance. In each case, such travel insurance must cover all Force Majeure Events and other events beyond Singita's control that may result in the cancellation of travel, in respect of which the cancellation policy contained in these Terms & Conditions shall apply. Under no circumstances shall Singita be liable for any failure by the Counterparty to take out comprehensive travel insurance, or, where the Counterparty is a travel partner, for any failure to inform its travel partners and/or guests to do so.

For the purposes of these Terms & Conditions and/or any Agreement concluded with a Counterparty, "Force Majeure Event(s)" means any event beyond a party's reasonable control which could not reasonably have been foreseen, or which, if foreseen, could not have been avoided or overcome by the exercise of reasonable diligence, and which renders it impossible for such party to perform its obligations, in whole or in part, under these Terms & Conditions and/or any such Agreement. Force Majeure Events include, but are not limited to: acts or omissions of any government, government agency, provincial or local authority or similar authority; any laws or regulations having the force of law; civil strife, riots, insurrection, sabotage, acts of war or public enemy; strikes (whether lawful or unlawful), lockouts or other labour disputes; interruption of transport; acts of God; plague, epidemics or pandemics; officially declared states of emergency or national disasters; embargoes or sanctions; fire, flood, storm, tempest or earthquake.

The Counterparty indemnifies Singita and holds it harmless against any claims, losses, liabilities, damages and/or costs which may arise out of any failure by the Counterparty to obtain comprehensive travel insurance as stated above, including, but not limited to, any loss suffered by the Counterparty as a result of cancellation fees levied in accordance with the cancellation policy contained in these Terms & Conditions.

In the event that the Counterparty is a travel partner, such Counterparty:

- Is obliged to inform its travel partners and guests of these Terms & Conditions, particularly Singita's rights to cancellation fees set out herein, including where a Force Majeure Event has occurred;
- Acknowledges that it shall remain liable for, and shall be obliged to pay, cancellation fees to Singita notwithstanding that the travel partners or guests of such Counterparty may cancel reservations with it; and
- Is advised to align its own contracts with Singita's cancellation policy.

In the event that the Counterparty is a direct guest, such Counterparty:

- Will be deemed to have read and understood these Terms & Conditions, particularly Singita's rights to cancellation fees as set out herein, including where a Force Majeure Event has occurred; and
- Acknowledges that it shall be liable for, and shall be obliged to pay, cancellation fees to Singita.

Notwithstanding anything to the contrary contained or implied in these Terms & Conditions and/or any Agreement concluded with a Counterparty, the Counterparty shall not have any right, remedy, or claim of any

nature whatsoever against Singita or its related or inter-related persons, employees, agents, or contractors (in whose favour this constitutes a stipulatio alteri, the benefits of which shall be deemed to have been accepted on the date that these Terms & Conditions are published) and the Company indemnifies the aforesaid persons and holds them harmless against any losses, damages (whether general, special, or consequential), expenses, or injuries, whether actual or contingent, which may be suffered by the Counterparty (including where the Counterparty is a travel partner, its directors, its employees, its travel partners and/or guests), directly or indirectly, in connection with or arising from these Terms & Conditions and/or any Agreement concluded with a Counterparty, howsoever arising, save for any losses, damages, expenses, or injuries which arise as a result of the gross negligence, wilful misconduct and/or breach by Singita of the provisions of these Terms & Conditions and/or any Agreement concluded with a Counterparty. Without derogating from the generality of the aforesaid, Singita shall have no liability for any losses, damages, expenses, or injuries suffered by the Counterparty arising from a Force Majeure Event(s), the loss of personal effects, personal injury, medical emergencies, emergency travel arrangements, cancellations, curtailment of travel plans and/or any failure to obtain comprehensive travel insurance in accordance with these Terms & Conditions and/or any Agreement concluded with a Counterparty.

## PAYMENT INFORMATION

- Singita does not accept credit card payments on contracted rates.
- Relevant banking details are provided on booking invoices.

## THIRD PARTY SERVICE PROVIDERS

- Singita and/or its related parties conclude agreements with third-party service providers for the provision of services to Singita's guests. These services are rendered in the service provider's own name and not as an agent of Singita.
- The Counterparty shall not have any right, remedy, or claim of any nature whatsoever against Singita or its related or inter-related persons, employees, agents, or contractors (in whose favour this constitutes a stipulatio alteri, the benefits of which shall be deemed to have been accepted on the date that these Terms & Conditions are published), and the Counterparty indemnifies the aforesaid persons and holds them harmless against all or any claims, losses, damages (whether general, special, or consequential), expenses or injuries, whether actual or contingent, which may be suffered by any person or entity, directly or indirectly, in connection with or arising from the provision of services by any third-party service providers to the Counterparty, howsoever arising (save for any losses, damages, expenses, or injuries which arise as a result of the gross negligence or wilful misconduct of Singita), irrespective of whether:
  - Any such losses, damages, expenses, or injuries can be legally imputed to Singita in any manner, whether jointly with or separately from any third-party service provider; or
  - A claim is made or found against Singita independently.