

GENERAL TERMS & CONDITIONS

1. All visitors entering Dinokeng Game Reserve are responsible for paying the applicable conservation fees, whether as day visitors or overnight visitors.
2. All participants must complete and sign the required indemnity documentation before participating in any activity.
3. All activities must be booked and paid for in full at least 6 hours prior to the scheduled departure time.
4. DGR Activities reserves the right to combine, split or reassign groups where operationally necessary.
5. Bookings are subject to guide availability, vehicle availability, weather conditions, reserve access and operational considerations.
6. Activities are not private unless specifically booked and paid for as a private activity.
7. Departure and return times may vary due to weather, wildlife sightings, road conditions, operational requirements or other unforeseen circumstances.
8. Guides have full authority during all activities and may suspend, alter or terminate any activity where guest safety, wildlife welfare, conservation objectives or environmental considerations may be compromised.
9. DGR Activities reserves the right to refuse participation to any person who:
 - Appears intoxicated or impaired;
 - Fails to comply with guide instructions;
 - Acts recklessly or aggressively;
 - Places themselves, other guests, staff or wildlife at risk.
10. No animals or pets are permitted on any guided activity.
11. Littering is strictly prohibited.
12. No participant may leave a vehicle or designated activity area without the permission of the guide.
13. Smoking is prohibited during activities except at designated stops authorised by the guide.
14. Wildlife sightings are not guaranteed. Animal movements and behaviour are unpredictable.

15. DGR Activities reserves the right to cancel, shorten, alter or reschedule any activity due to:

- Weather conditions;
- Road conditions;
- Wildlife activity;
- Vehicle breakdowns;
- Guide availability;
- Safety concerns;
- Conservation requirements;
- Any other circumstances beyond reasonable control.

16. Where an activity is cancelled by DGR Activities, the activity may be rescheduled or a voucher issued at the discretion of DGR Activities.

17. No refunds will be issued for cancellations made less than 24 hours before the scheduled departure time.

GAME DRIVE & GUIDED WALK REQUIREMENTS

1. Children younger than 3 years may not participate in game drives.
2. Children younger than 13 years may not participate in guided bush walks.
3. Persons older than 65 years may be required to provide proof of medical fitness before participating in guided bush walks.
4. No alcohol is permitted on guided bush walks.
5. All participants must follow guide instructions immediately and without argument.

ECO-QUAD SAFARI REQUIREMENTS

1. Drivers must be at least 16 years of age.
2. Passengers must be older than 8 years and younger than 16 years and must share an ATV with a responsible adult.
3. Maximum combined rider and passenger weight is 140kg.
4. All participants must wear approved safety helmets at all times.

5. Closed footwear is mandatory.
6. No participant may operate or ride on an ATV while under the influence of:
 - Alcohol;
 - Recreational drugs;
 - Illegal drugs;
 - Intoxicating substances; or
 - Medication that may impair judgement or reaction times.
7. DGR Activities maintains a zero-tolerance policy regarding alcohol and substance impairment.
8. Participation is subject to guide approval following the safety briefing and familiarisation session.
9. Maximum operating speed is 25 km/h.
10. No off-road driving is permitted under any circumstances.
11. Guests may not leave the convoy without guide permission.
12. All guide instructions must be followed immediately.
13. Wildlife always has right of way.
14. No participant may approach, pursue, harass or intentionally disturb wildlife.
15. DGR Activities reserves the right to remove any participant from the activity without refund if their conduct is unsafe, reckless, disruptive or environmentally irresponsible.

ASSUMPTION OF RISK AND INDEMNITY

RIGHT OF ADMISSION RESERVED

Each visitor enters Dinokeng Game Reserve and participates in activities conducted by DGR Activities voluntarily and entirely at their own risk.

The visitor acknowledges that participation in wildlife-based tourism activities involves inherent risks that may result in:

- Personal injury;
- Serious injury;
- Permanent disability;

- Emotional trauma;
- Property damage;
- Financial loss; or
- Death.

These risks include, but are not limited to:

Wildlife Risks

- Encounters with free-roaming wild animals including Elephant, Buffalo, Rhino, Lion, Leopard, Hyena, Hippo, Crocodile and other potentially dangerous animals.
- Encounters with venomous snakes, spiders and insects.
- Unpredictable wildlife behaviour.

Environmental Risks

- Heat exhaustion.
- Sunburn.
- Dehydration.
- Exposure to insects.
- Exposure to poisonous plants.
- Flooding, storms and adverse weather conditions.

Activity Risks

- Vehicle accidents.
- ATV accidents.
- Mechanical failures.
- Falling from vehicles.
- Uneven terrain.
- Dust and reduced visibility.
- Natural obstacles and environmental hazards.

The visitor acknowledges that wildlife behaviour cannot be controlled or guaranteed by DGR Activities, Dinokeng Game Reserve, its landowners, guides, employees, contractors or representatives.

The visitor voluntarily accepts all risks associated with entering the reserve and participating in any activity.

The visitor hereby indemnifies and holds harmless DGR Activities, Dinokeng Game Reserve, reserve landowners, guides, employees, contractors, representatives and agents against any loss, injury, illness, death, damage or claim arising from participation in any activity, except where caused by gross negligence or wilful misconduct.

The visitor accepts responsibility for any medical expenses, evacuation costs, emergency transport costs or related expenses arising from participation in any activity.

Visitors suffering from any medical condition, injury, disability or illness that may affect safe participation are responsible for consulting an appropriate medical practitioner before participating.

DGR Activities may arrange emergency medical treatment, ambulance transport or evacuation where considered necessary. All associated costs remain the responsibility of the participant.

The visitor consents to DGR Activities collecting, processing and storing personal information for operational, safety, emergency response, insurance and legal compliance purposes.