

Terms and Conditions for the ROTSINBOS Guest Chat

1. Introduction

Welcome to the guest chat service provided by Rotsinbos Bush Camp & Lodge. By participating in this service, you agree to the following terms and conditions.

2. Purpose of the Chat

The purpose of this chat is to facilitate communication regarding:

- Guest visits
- Gate entry codes
- Services offered by Rotsinbos Bush Camp & Lodge
- General inquiries and support for our guests

3. Protection of Personal Information Act (POPIA)

*** Consent:** By using the guest chat, you consent to the collection and processing of your personal information as per POPIA.

*** Data Collection:** Personal information collected may include your name, contact details, and any information shared during the chat.

*** Use of Data:** Your personal information will be used solely for communicating relevant information related to your stay and improving our services.

*** Data Security:** We employ appropriate technical and organizational measures to protect your personal information from unauthorized access, loss, or misuse.

*** Right to Access and Correction:** You have the right to request access to your personal information and to request corrections where necessary.

4. WhatsApp Rules

*** Respectful Communication:** All participants are expected to communicate respectfully. Harassment, abusive language, or hate speech will not be tolerated.

*** Privacy:** Do not disclose or share personal information of any participants without their consent. Respect the privacy of fellow guests and staff.

*** Content Guidelines:** Refrain from posting spam, advertisements, or any offensive material.

*** Security Gate Codes and Sensitive Information:** Gate entry codes and sensitive information will only be shared in this chat and must not be forwarded to any other individuals. Security is of utmost importance!!

*** Response Times:** While we aim to respond promptly, please understand that response times may vary based on contributing factors, i.e. time of day/night etc.

5. Guest Participation

*** Voluntary Participation:** Participation in the guest chat is voluntary. Guests may leave the chat at any time.

*** Rejoining the Chat:** Guests who leave the chat may rejoin at their convenience.

6. Limitation of Liability

Rotsinbos Bush Camp & Lodge shall not be liable for any direct, indirect, or consequential losses arising from the use of the guest chat service.

7. Changes to Terms

We reserve the right to modify these terms at any time. Any changes will be communicated through the chat service. These terms are governed by the laws of South Africa.