CASHLESS PAYMENT POLICY

1. Purpose

The purpose of this policy is to establish a cashless operating environment at Huntshoek Lodge, Rockdell Lodge and/or Huntshoek Safaris to enhance security, reduce the risks associated with handling cash, improve financial accountability, and provide guests with convenient and secure payment options.

2. Scope

This policy applies to:

- All guests and visitors.
- Employees and contractors.
- Lodge accommodation services.
- All revenue-generating facilities and services operated by Huntshoek Lodge, Rockdell Lodge and/or Huntshoek Safaris, including the restaurant, bar, spa, activities, curio shop, and any other paid services. This includes, but is not limited to, all hunting activities operated at Huntshoek Lodge, Rockdell Lodge and/or through Huntshoek Safaris.

3. Policy Statement

Huntshoek Lodge, Rockdell Lodge and/or Huntshoek Safaris ("The Lodge") operate as cashless establishments. All payments for accommodation, food and beverages, activities, retail purchases, and any other services, including but not limited to hunting activities, must be made using approved electronic payment methods.

The Lodge does not accept cash payments, except in exceptional circumstances and only with the prior written approval of the Area Manager of the Lodges. For the purposes of this policy, any reference to "Management" or "Manager" approval shall mean the prior written approval of the Area Manager of the Lodges.

4. Accepted Payment Methods

The lodges and safaris accept the following payment methods:

- Credit Cards (Visa, Mastercard, American Express where applicable)
- Debit Cards
- Electronic Funds Transfers (EFTs)
- Mobile Payment Solutions
- Online Payment Gateways

- Corporate Account Payments (where approved and contracted)

Management may approve additional payment methods from time to time.

5. Guest Communication

Guests will be notified of the Lodge's cashless payment policy through:

- Website notices
- Booking confirmations
- Reservation terms and conditions
- Signage at reception and guest facilities
- Pre-arrival communications

The following statement may be displayed:

"Please note that Huntshoek Lodge/Rockdell Lodge/Huntshoek Safaris is a cashless establishment/business. We accept electronic payment methods only."

6. Security and Risk Management

To protect guests, employees, and the business:

- No cash floats shall be maintained on site unless approved by management.
- Employees may not accept cash payments from guests.
- All electronic transactions shall be processed through approved payment systems.
- Access to payment terminals shall be restricted to authorized personnel.
- Payment systems shall comply with applicable banking and payment card security requirements.

7. Employee Responsibilities

Employees must:

- Inform guests about the cashless policy when necessary.
- Process payments only through authorized systems.
- Report any payment system failures immediately.
- Protect the confidentiality of customer payment information.
- Comply with all applicable data protection requirements, including POPIA.

Employees may not:

- Accept personal transfers into private bank accounts.
- Receive cash payments on behalf of the Lodge.

- Bypass approved payment procedures.

8. Exceptional Circumstances

Where electronic payment systems are unavailable due to:

- Network failures;
- Power interruptions;
- Banking system outages; or
- Other emergencies,

Management may implement temporary contingency measures, which may include:

- Delayed processing of payments;
- Manual card authorization procedures;
- Alternative approved electronic payment methods.

Any exception must be documented and approved by the Area Manager.

9. Refunds

All refunds shall be processed through the original payment method used by the guest, subject to the Lodge's refund policy.

Cash refunds will not be issued.

10. Compliance

Failure by employees to comply with this policy may result in disciplinary action.

Repeated attempts by guests to circumvent the cashless payment requirements may result in service refusal, provided such action complies with applicable laws and customer service standards.

11. Data Protection

All payment transactions and personal information shall be processed in accordance with:

- Protection of Personal Information Act, 2013 (POPIA)
- Applicable banking regulations
- Relevant payment card industry requirements
- Internal information security policies

12. Roles and Responsibilities

Role	Responsibility
Lodge Manager	Overall implementation, enforcement and ensuring employee compliance
Finance Department	Payment monitoring and reconciliation
Employees	Adherence to cashless procedures
Guests	Use approved payment methods

13. Policy Review

This policy shall be reviewed annually or whenever operational, technological, or legal changes require amendment.

Approval

Approved by: Anthony Charles Patrick Cotterell

Position: Chairman

Signature: A. Cotterell ____________________

Date: 07/07/2026