



Rhulani Safari Lodge – Madikwe Game Reserve

COVID-19 related Terms & Conditions

Rhulani's commitment

Rhulani Safari Lodge fulfills the regulatory requirements in connection with the protective measures for COVID-19. We ensure that everyone in the lodge is protected at all times and that our guests will experience a carefree stay with us in the African bush.

Our guests benefit from the following measures:

Privacy on Game Drives

The daily safaris together with your qualified ranger are carried out on open landcruisers with a maximum of 7 persons, which means the middle seat remains free. You will enjoy a private bush experience.

Luxury & Space

Rhulani Safari Lodge is an ideal place to meet the requirements of hygiene and social distancing due to the always high standards of quality and hygiene as well as its spacious, open premises.

All of our guests' Luxury Private Chalets are far apart.

Hygiene & Protection

Hand sanitizers and protective masks are available at all locations in the community zone and during your daily safaris. Just help yourself.

Privacy at meal times

On request, we would be happy to organize a private dinner for you and your family or travel companions, at a separate place or in your private chalet.

Guest Convenience Pack

We give all our guests a practical "COVID-19 Convenience Pack" with a protective mask, gloves, soap and hand sanitizer.

Best practice protocols

Our team ensures at all times that all best practice requirements of the Department of Employment and Labour and the Department of Health are met.

Capturing your contact information and monitoring your health is the basis for your safety.

Medical care

We ensure your medical care through Africa Safe-T. In case of a COVID-19 infection, we take the necessary steps to ensure the safety of you and all people around you.

Your travel preparation

- **Registration Procedure on arrival:** All arriving guests will be registered at the gate of Madikwe Game Reserve. For all travellers it is required to register name, home address, telephone number and vehicle number and a health check is carried out, consisting of temperature measurement and health declaration.
- **Proof of Residence:** All guests will be expected to present a proof of residence at the gate in the form of a Water or Electricity Bill or a stamped letter from the municipality stating the Ward number. Every guest will be expected to complete a form that states that the information provided is true and can be verified as such.

- **Adjusted Gate Operating Times:** Gate times of Madikwe Game Reserve for entry and exit will be from 7 am to 5 pm. Special arrangement can be made for early and late use, but not earlier than 6am and later than 8pm
- **Use of Protective Masks:** Guests are advised to bring protective face masks. The wearing of face masks is mandatory on the daily safaris as well as when staying in the common areas of the lodge if the recommended distance rules cannot be observed.
- **Intra-lodge Travels:** Guests who want to visit another lodge in the reserve must leave the reserve first and register again
- **Medical Waste Collection:** Guests are kindly asked to keep their medical waste (as the lodge management has no expertise to deal with medical waste)

COVID-19 PCR Testing at Rhulani Safari Lodge

Many countries require a COVID-19 PCR Test to be conducted within 72 hours before departure from South Africa or arrival in your home country. Rhulani Safari Lodge offers its guests the opportunity to carry out a COVID-19 PCR test during their stay.

Process:

- The test must be requested at least 6 days prior to the guest's departure from South Africa
- The test is taken "on-site" at Rhulani Safari Lodge by a registered practitioner of Africa SAFE-T
- The sample of the test will be delivered immediately by Rhulani Safari Lodge to the nearest Ampath Laboratory, to ensure that test results are available 24 hours prior to the guest's departure from South Africa
- Test results in English will be sent to the guest's email address

Costs:

- Test conducted by Africa SAFE-T: ZAR 2'210 excl. VAT per person
- Delivery of sample to Ampath Laboratory: weekdays ZAR 800, weekends ZAR 1'400 per delivery
- The guest can pay the total cost with the hotel bill

RESERVATION CHANGES DUE TO COVID-19

Special conditions apply for travel cancellations or postponements requested from 16 November 2020 caused by coronavirus COVID-19:

	Situation	Cancellation penalty	Postponement penalty
1.	Rhulani Safari Lodge is closed due to a COVID-19 incident	waived	waived
2.	Rhulani Safari Lodge is inaccessible for you due to a travel ban or lockdown	10%	waived
3.	Your trip has been declined by the South African authorities because you did not meet the COVID-19 entry requirements	10%	waived
4.	Your transport was canceled and no reasonable alternative is available	20%	waived
5.	Your trip was made impossible by the requirement of self-isolation or quarantine	20%	waived
6.	You no longer want to travel because of a self-quarantine requirement upon returning to your home	20%	10%
7.	It is difficult to assess the COVID-19 situation for the day of your travel, and you don't want to take any risks <ul style="list-style-type: none"> - 14 days or less before arrival - 15 to 30 days before arrival - 31 to 90 days before arrival - 91 days or more before arrival 	no change no change no change no change	50% 20% 10% waived

Above conditions apply to your booking and to all persons traveling with you. In case of a postponement of your trip, new travel date must be within 12 months of the original travel date. The new travel date can be communicated at a later stage. Rhulani Safari Lodge cannot guarantee availability on the new travel date. In the case of a higher tariff on the new travel date, the price difference will be charged. The deposit you have paid for the original booking will be allocated to the rescheduled booking.