



ELEPHANT PLAINS  
game lodge

**ELEPHANT PLAINS GAME LODGE**  
**TERMS & CONDITIONS**

**GENERAL**

- In this document, Elephant Plains will mean: Elephant Plains Game Lodge (Pty) Ltd.
- This agreement and subsequent interpretation shall be subject to South African Law.
- All reservations will be made on a pre-payment basis, as outlined. Should the payment not be received within the stipulated time, Elephant Plains reserves the right to automatically cancel such reserved accommodation.
- All rates apply to both group and FIT reservations, and are quoted per person per night, inclusive of V.A.T.
- Elephant Plains reserves the right to amend published rates without notice.
- Check-out time is 11H00 and check-in time is from 13H00. Any variations on these times must be advised, prior to guests' arrival at the lodge.

**CHILDREN POLICY**

- All ages welcome.
- Children are allowed on game drives as long as they are well-behaved & accompanied by a parent/guardian.
- Bush walks: Children under the age of 16 (16 years and younger) are not allowed on bush walks. Age restrictions are applied in the interests of personal safety, as well as the comfort of other guests.
- Special dining arrangements, babysitting services and baby cots can be organized, if prior notice is given. (Babysitting @ R100.00 per hour).
- Children under 12 years of age (12 years and younger), sharing with full paying adults, pay **50%** of the quoted adult tariff.
- Children who have reached their 13<sup>th</sup> birthday are considered adult and therefore pay the full adult tariff.

**TOUR LEADER / PILOT / DRIVER / GUIDE POLICY**

- Rate non-commissionable
- Basic accommodation in guide's rooms.
- This rate is purely for accommodation and meals and does not include game drives and/or any other special activities available to full paying guests. We will, however, make every effort to ensure that tour guides accompanying a party, are included in such activities. Subject to space available of game drive vehicles.
- Drinks and extras are for the guide's own account.

**F.I.T POLICY**

- **PROVISIONAL BOOKINGS:** We will keep all provisional bookings for as long as possible. Should we receive a definite booking for the specific period of time – we will notify you and give you **72 hours'** notice to confirm your booking, whereupon a **25% deposit** will be required to confirm the provisional reservation.
- The **75% balance / full payment** (accommodation and transfer costs) is required **30 days** prior to arrival.
- Should a client wish to confirm a booking **less than 30 days** prior to arrival, full payment is required.
- No reservation is secure / confirmed until a deposit is received to secure the booking.
- Elephant Plains reserves the right to automatically release accommodation being held, unless a deposit is received within the stated period for each reservation.
- All extras must be settled directly at the camp by the clients, prior to their departure.
- Elephant Plains reserves the right to charge the following cancellation fee, should a confirmed reservation be cancelled within the following period :
  - ❑ If cancellation of any booking or any part thereof is received **31 days or more**, prior to arrival, the **25% deposit will be forfeited.**
  - ❑ If a cancellation of any booking or any part thereof is received between **30 – 08 days**, prior to arrival, **75% of the total fee (accommodation & transfers) will be forfeited.**
  - ❑ If a cancellation of any booking or any part thereof is received within **07 - 00 days**, prior to arrival, **100% of the total fee (accommodation & transfers) will be forfeited.**

**GROUP POLICY**

- Any party of 6 or more full paying guests, or 3 rooms, is considered to be a group.
- **PROVISIONAL BOOKINGS:** We will keep all provisional bookings for as long as possible, but should we receive a definite booking for the specific period of time – we will notify you and give you **72 hours'** notice to confirm your booking where upon a **25% deposit** will be required to confirm the provisional reservation. These are the terms unless otherwise agreed with management.
- No reservation is secure / confirmed until a deposit is received to secure the booking.

- The **75% balance / full payment** (accommodation and transfer costs) is required **30 days** prior to arrival.
- Elephant Plains reserves the right to automatically release accommodation being held, unless a deposit is received within the stated period for each reservation.
- Final numbers and rooming lists for groups must be confirmed **30 days** prior to arrival, after which time any reduction in numbers will incur cancellation fees.
- All extras must be settled directly at the camp by the clients, prior to their departure.
- Please advise whether bar purchases etc. will be for the master account or whether individual guests will be responsible for their own accounts.
- Elephant Plains reserves the right to charge the following cancellation fee should a confirmed reservation be cancelled within the following period:
  - If cancellation of any booking, or any part thereof, is received **31 days or more**, prior to arrival, the **25% deposit will be forfeited.**
  - If a cancellation of any booking, or any part thereof, is received between **30 – 08 days**, prior to arrival, **75% of the total fee (accommodation & transfers) will be forfeited.**
  - If a cancellation of any booking, or any part thereof, is received within **07-00 days**, prior to arrival, **100% of the total fee (accommodation & transfers) will be forfeited.**

#### **CANCELLATIONS**

- Please ensure that you are in possession of adequate travel insurance before confirming any booking. In the event of a cancellation and where applicable, cancellation fees will be levied.
- In the event of premature departure, guests will be liable for the full extent of the pre-booked stay.
- All reservations, amendments or cancellations are valid only if advised and accepted in writing, via fax or e-mail.