



TINTSWALO LODGES



Tintswalo Boulders - Boutique Villa – Boulders Beach, Cape Town – 5 star Charged per room per night, based on 2 guests sharing		SEASON	RACK (ZAR)
Premier Sea Facing Suites 2 suites: Drommedaris - King/Twin beds & Water Witch – King/Twin beds En suite semi-open plan bathroom, upper level, premium sea view, private balcony, direct pool access Includes: Accommodation, breakfast, sunset canapes, Wi-Fi Excludes: Unspecified meals, beverages, min bar, and other items of a personal nature Child policy: No children can be accommodated in the Premier Suites		Low Season 01 May 2024 to 31 Aug 2024	4,700
		High Season 16 Jan 2024 to 30 Apr 2024 01 Sep 2024 to 14 Dec 2024	7,280
		Peak Season 01 Jan 2024 to 15 Jan 2024 15 Dec 2024 to 31 Dec 2024	8,870
Superior Sea Facing Suites 2 suites: Mayflower - King/Twin beds & Mary Rose – King bed En suite, lower level, partial sea view, small balcony Includes: Accommodation, breakfast, sunset canapes, Wi-Fi Excludes: Unspecified meals, beverages, mini bar and other items of a personal nature Child policy: Children of all ages are welcome Up to 2 additional guests can be accommodated (<i>subject to availability of extra beds</i>) Additional guests 16yrs and older are charged 50% of the suite rate Additional children between 6 and 15 yrs are charged 25% of the suite rate No charge for additional children 5 yrs and younger		Low Season 01 May 2024 to 31 Aug 2024	4,570
		High Season 16 Jan 2024 to 30 Apr 2024 01 Sep 2024 to 14 Dec 2024	6,810
		Peak Season 01 Jan 2024 to 15 Jan 2024 15 Dec 2024 to 31 Dec 2024	8,000
Standard Sea Facing Suites 2 Suites: Endeavour - 1 x Queen bed & Grosvenor - 2 x Queen beds En suite, lower level, sea view, small balcony Includes: Accommodation, breakfast, sunset canapes, Wi-Fi Excludes: Unspecified meals, beverages, mini bar and other items of a personal nature Child policy: Children of all ages are welcome Up to 2 additional guests can be accommodated (<i>subject to availability of extra beds</i>) Additional guests 16yrs and older are charged 50% of the suite rate Additional children between 6 and 15yrs are charged 25% of the suite rate		Low Season 01 May 2024 to 31 Aug 2024	4,570
		High Season 16 Jan 2024 to 30 Apr 2024 01 Sep 2024 to 14 Dec 2024	6,670
		Peak Season 01 Jan 2024 to 15 Jan 2024 15 Dec 2024 to 31 Dec 2024	7,850

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No charge for additional children 5yrs and younger		
Tintswalo Boulders - Boutique Villa – Boulders Beach, Cape Town – 5 star Charged per room per night, based on 2 guests sharing	SEASON	RACK (ZAR)
<u>Luxury Suites</u> 2 suites - Bounty – King/Twin beds & Cutty Sark – King/Twin beds En suite , upper level, side window sea view, no balcony Includes: Accommodation, breakfast, sunset canapes, Wi-Fi Excludes: Unspecified meals, beverages, mini bar and other items of a personal nature Child policy: Children of all ages are welcome Up to 2 additional guests can be accommodated (subject to availability of extra beds) Additional guests 16yrs and older are charged 50% of the suite rate Additional children between 6 and 15 yrs are charged 25% of the suite rate No charge for additional children 5 yrs and younger	Low Season 01 May 2024 to 31 Aug 2024	4,370
	High Season 16 Jan 2024 to 30 Apr 2024 01 Sep 2024 to 14 Dec 2024	6,270
	Peak Season 01 Jan 2024 to 15 Jan 2024 15 Dec 2024 to 31 Dec 2024	7,630
<u>Courtyard Suite</u> Victory – King/Twin beds En suite open plan bathroom, middle level, no sea view, private courtyard Includes: Accommodation, breakfast, sunset canapes, Wi-Fi Excludes: Unspecified meals, beverages, mini bar and other items of a personal nature Child policy: Children of all ages are welcome Up to 1 additional guest can be accommodated (<i>subject to availability of extra beds</i>) Additional guest 16yrs and older is charged 50% of the suite rate Additional child between 9 and 15 yrs is charged 25% of the suite rate No charge for additional children 5 yrs and younger	Low Season 01 May 2024 to 31 Aug 2024	3,580
	High Season 16 Jan 2024 to 30 Apr 2024 01 Sep 2024 to 14 Dec 2024	4,370
	Peak Season 01 Jan 2024 to 15 Jan 2024 15 Dec 2024 to 31 Dec 2024	5,670
<u>Exclusive use</u> Charged per night based on full takeover of all 9 suites, 18 guests Includes: Accommodation, breakfast, sunset canapes, Wi-Fi	Low Season 01 May 2024 to 31 Aug 2024	35,170
	High Season 16 Jan 2024 to 30 Apr 2024 01 Sep 2024 to 14 Dec 2024	52,640

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Excludes: Unspecified meals, beverages, mini bar and other items of a personal nature

Child policy: Children of all are ages welcome

Minimum 2 nights required for bookings falling over a Friday or Saturday

Peak Season

01 Jan 2024 to 15 Jan 2024
15 Dec 2024 to 31 Dec 2024

64,440

FEES AND LEVIES *(Subject to change, Non-commissionable)*

TRANSFERS *(Subject to change, Non-commissionable, Excludes park fees/levies)*

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TINTSWALO SAFARI LODGE

Late arrival fees

Escort/transfer from the Manyeleti gate after 17h30: R1,000
Escort/transfer to the Manyeleti gate before 06h00: R1,000
compulsory and must be pre-arranged

Manyeleti Conservation levy

annual increase on 01 Nov

compulsory upon entering the reserve gate, card payments only
charged per person per day

SA Citizens R75 per adult/R35 per child 0 -11 yrs

SADC Citizens R90 per adult/R40 per child 0 -11 yrs

Foreign Nationals R130 per adult/R70 per child 0 -11 yrs

Community Upliftment fees

Pre-charged to accommodation invoice, non-refundable upon
cancellation

No charge for children under the age of 6 yrs
R350 per person per stay

TINTSWALO WELGEVONDEN

Welgevonden Park fees

annual increase on 01 March

pre-charged to accommodation invoice
Approximately R270 per person per day

Conservation fees

Pre-charged to accommodation invoice, non-refundable upon
cancellation

No charge for children under the age of 6 yrs
R150 per person per stay

TINTSWALO ATLANTIC

TINTSWALO SAFARI LODGE

One way road transfer between Tintswalo Safari Lodge and:

Hoedspruit (Eastgate Airport) +/- 1 hour

1 – 3 guests R2,420; 4 - 12 guests R4,290

Southern and Central Sabi Sand Lodges/Nelspruit (Kruger Mpumalanga Int Airport) /Skukuza
+/- 2.5 hours

1 – 3 guests R4,840; 4 - 12 guests R6,700

Northern Sabi Sand Lodges/Kapama/Timbavati/Klaserie/Moditlo +/- 1 hour 30mins

1 – 3 guests R3,100; 4 - 12 guests R4,840

Thornybush/Selati/Balule/Karongwe +/- 2 hours

1 – 3 guests R3,630; 4 - 12 guests R5,500

Waterberg (Welgevonden) +/- 6 hours

1 – 3 guests R10,890; 4 – 12 guests R16,390

Flights from OR Tambo Intl Airport to Manyeleti Airstrip/ Hoedspruit (Eastgate Airport)
quoted on request

TINTSWALO WELGEVONDEN

One way road transfer between Tintswalo Welgevonden and:

OR Tambo International /Any JNB Location +/- 3 hours 30mins

1 – 2 guests R4,320; 3 – 7 guests R8,800

8 – 13 guests R11,200; 14 – 22 guests R13,000

Subject to a surcharge for early morning collections and waiting times of driver

Flights from OR Tambo to Welgevonden Reserve
quoted on request

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Conservation fees

Pre-charged to accommodation invoice, non-refundable upon cancellation

No charge for children under the age of 6 yrs
R200 per person per stay

TINTSWALO AT SIANKABA

Community upliftment fees

Pre-charged to accommodation invoice, non-refundable upon cancellation

No charge for children under the age of 6 yrs
USD20 per person per stay

One way road transfer between Tintswalo Atlantic and:

Hout Bay +/- 15 min

Complimentary shuttle service

Cape Town International Airport

1 – 2 pax R1,400; 3 – 6 pax R3,400 ; 7 – 9pax R4,600; 10 – 13 pax R5,500

Private Chauffeur Service/Tours

quoted on request

TINTSWALO AT SIANKABA

One way road transfer between Tintswalo At Siankaba and:

Livingstone Town

USD85 pp +/- 1 hour

Kasane BBK

USD25 pp +/- 1 hour

Victoria Falls

USD20 pp +/- 1 hour 30min

Private Chauffeur Service/Tours

quoted on request

TINTSWALO AT BOULDERS

One way road transfer between Tintswalo At Boulders and:

Cape Town International Airport

1 – 2 pax R1,160; 3 – 6 pax R1,440; 7 – 9pax R1,660; 10 – 13 pax R2280

Private Chauffeur Service/Tours

quoted on request

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TINTSWALO LODGES



ON SITE ACTIVITIES, EXPERIENCES, FACILITIES AND SERVICES

Contact reservations for a list of outsourced activities conducted off site, detailed information on lodge facilities can be found on the fact sheets

TINTSWALO AT BOULDERS

- Check in and check out: Guests are welcome to arrive from 12h00 for lunch, with room check in guaranteed at 15h00. Room check out is at 10h00.
- Childminding services: These services are outsourced and require pre-booking
- Corkage: The lodge has a fully stocked bar with a selection of handpicked wines, local craft spirits and more. Corkage is charged for any beverages brought in. Wine – R150 per 750ml bottle; MCC – R180 per 750ml bottle; Champagne – R200 per 750ml bottle; Spirits – R300
- Dining: In addition to Tintswalo Boulder's signature breakfast feast that is included in the rate, we offer set lunch and dinner menu options prepared by our in-house chef. Rates and sample menus available on request.
- Picnic baskets/Seafood platters – rates available on request.
- Engagement proposals – tailor made and available on request.
- Spa facilities – massages, hand and foot treatments, facials, pamper packages, Pricelist available on request.
- Events: Proposals, Weddings, Conferences, Breakaway/Corporate packages - rates available on request.
- Wi-Fi – Complimentary wireless internet available throughout the main areas and rooms

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TERMS & CONDITIONS

Kindly take note of the payment schedule and cancellation policy as outlined below. Payments received are non-refundable, however postponements are allowed if travel is affected by global pandemic related restrictions and subject to a rate increase. We strongly advise that travel insurance is purchased to avoid any unforeseen circumstances.

1. Reservations Procedure

1.1 All reservation requests must be sent to a Tintswalo Lodges reservations representative by email. No reservation will be held or confirmed, without a written email request. All confirmed or provisional reservations will only be valid if received in writing from our reservations department. Contact details for our reservations department Tel. +27 21 773 0900; Emergencies. +27 78 456 5147; Fax +27 11 300 8788 E-mail reservations@tintswalo.com

2. Confirmation of Reservation

2.1. On receipt of a reservation request, a quote will be issued to the client for acceptance. Once accepted, in writing by the client, the reservation will be provisionally booked and held for 7 days during which time an invoice will be issued to the Client by our reservations department. It is The Clients responsibility to ensure that the quotation, provisional reservation or the confirmation invoice received by them is in line with the request and is correct. The Client will have 7 (seven) days from receipt of said invoice in which to settle the 20% (twenty percent) non-refundable deposit, calculated on the total invoice amount, failing which the reservation will be cancelled. Outsourced services, such as flights and transfers, may require full pre-payment. Upon making a reservation, the client will be advised by our reservations department of the deposit and payment requirements.

2.2. The remaining 80% (eighty percent) must be settled in full 30 (thirty) days prior to arrival.

2.3. Full payment, on receipt of an invoice, is required for reservations made less than 30 (thirty) days prior to arrival.

2.4. Early arrivals must be pre-arranged. A full room rate will be charged to guarantee early check in.

2.5. Payment of the deposit as referred to above and/or completion of a credit application shall constitute acceptance of these Terms & Conditions.

2.6. Final numbers, reservation details and indemnity forms are required at least 30 (thirty) days prior to arrival.

2.7. All rates are subject to change should any government levies or surcharges be introduced

3. Weddings and Functions Deposit Policy

3.1. Reservation procedures and confirmation as per point 1.1 and 2.1 above.

3.2. A reservation will be confirmed as guaranteed, upon receipt of a written confirmation from our reservations department and/or receipt by the Lodge of the 20% (twenty percent) non-refundable deposit, whichever occurs first.

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- 3.3. The remaining 80% (eighty percent) must be settled in full at least 4 (four) months prior to the event.
- 3.4. Full payment on receipt of invoice is required for all reservations made less than 4 (four) months prior to the event.
- 3.5. Payment of the deposit as referred to above shall constitute acceptance of these Terms & Conditions.
- 3.6. All catering, food, additional charges, bar estimate and damages deposit is to be settled in full 1 (one) month prior to the wedding date.
- 3.7. Menu and event details as well as the final numbers are required to be finalised a minimum of 4 (four) weeks prior to the wedding date. No changes to the menu will be accepted less than 10 (ten) days prior to the wedding date.

4. Payment Policy

- 4.1. Direct bank transfer payments (EFT) are preferred; however, Visa and Master Cards are also accepted.
- 4.2. The deposit and remaining balance are to be settled in terms of Clauses 2.2, 2.3 & 2.4 and/or 3.2, 3.3 & 3.4 above, whichever is relevant.
- 4.3. Payments will only be confirmed as received provided that they comply with the below requirements.
 - 4.3.1. The Reservation number must be used as your payment reference for all payments as follows.
 - 4.3.1.1. 1st Payment. Reference number as per invoice e.g. WB4057
 - 4.3.1.2. Additional payments. Reference number as per invoice with consequential payment number next to it e.g. WB4057 (2) or WB4057 (3) and so on for sequential payments.
 - 4.3.2. Once payment is made your proof of payment must be emailed to our reservations department together with the following information.
 - 4.3.2.1. Company / Group / Individuals Name
 - 4.3.2.2. Reservation Name
 - 4.3.2.3. Invoice Number



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5. Payment method(s) 5.1. BANK TRANSFER(s)

Banking Details:

Tintswalo Safari and Manor House Acc Name: Tintswalo Safari Lodges (PTY) LTD (ZAR) Acc No: 1057811793 Detail: Nedbank - Current Account Branch: Business Northrand Branch Code: 146905 Swift Code: NEDSZAJJ	Tintswalo Atlantic Acc Name: Tintswalo Atlantic Investments (PTY) LTD (ZAR) Acc No: 1057811629 Detail: Nedbank - Current Account Branch: Business Northrand Branch Code: 146905 Swift Code: NEDSZAJJ	Tintswalo Welgevonden Acc Name: Fairway Enterprises (PTY) LTD (ZAR) Acc No: 1007489340 Detail: Nedbank - Current Account Branch: JHB North Business Banking Branch Code: 198765 Swift Code: NEDSZAJJ
Tintswalo at Boulders Boutique Villa Acc Name: Tintswalo Classic Collection (Pty) Ltd (ZAR) Acc No: 10-5780-5394 Detail: Nedbank - Current Account Branch: Business Northrand Branch Code: 146905 Swift Code: NEDSZAJJ	Tintswalo at Siankaba Tintswalo at Siankaba (ZMK) Acc Name. Africa Outlook T/A Islands of Siankaba Acc No. 1015038500133 (ZMK) Detail. Zambian National Commercial Bank Ltd Branch. Woodlands Branch Code. 085 Swift Code. ZNCOZMLU	Tintswalo at Siankaba Acc Name: Tintswalo Lodges (PTY) LTD (USD) Acc No: 7900745688 Detail: Nedbank - Foreign Account Branch: Commercial Banking JHB North Branch Code: 198765 Swift Code: NEDSZAJJ

5.2. CARD PAYMENT(s)

5.2.1. Should you wish to pay by card the following procedure will apply.

5.2.1.1. Visa and/or Master Cards can use the online link for payment (a secure link will be sent to you by our reservations department).

5.2.1.2. Should the online payment transaction be unsuccessful, a credit card authorisation form for a manual transaction will be provided by our reservations department, to be completed and returned together with a certified copy of the card holders ID document or Passport (copies of both the front and the back of ID cards and credit cards must be included).

5.2.1.3. Regrettably American Express and Diners Club cards will not be accepted.

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6. Foreign Transfers

6.1. Transactions originating outside South Africa.

6.1.1. All amounts due to Tintswalo Lodges must be requisitioned in ZAR (South African Rands) only. Should the amount due be requisitioned as a foreign currency amount, the drawer will be invoiced by Tintswalo Lodges for any resultant foreign exchange commission charges.

6.2. Tintswalo at Siankaba transactions

6.2.1 Transactions originating from within Zambia can be made in Zambian Kwacha and will be invoiced in Zambian Kwacha.

6.2.2. Transactions originating from outside Zambia.

6.2.2.1. All amounts due to Tintswalo Lodges for reservations at Tintswalo at Siankaba, must be requisitioned in USD (United States Dollars) only. Should the amount due be requisitioned as a foreign currency amount, the drawer will be invoiced by Tintswalo Lodges for any resultant foreign exchange commission charges.

7. Cancellation & Rescheduling Policy

7.1. Tintswalo Lodges reserves the right to immediately cancel any guaranteed and/or provisional reservation(s) that fail to comply with the company's payment policies as listed above. The Guest / Tour operator and/or Agent will be timeously advised of said cancellation by way of email.

7.2. Cancellation and/or rescheduling requests will only become effective on receipt of a written request to our reservations department. In addition to this a cancellation / rescheduling penalty will be levied as follows.

ACCOMMODATION CANCELLATIONS

Period prior to travel

From date of confirmation up to 46 days prior to travel

Within 45 to 32 days prior to travel

31 or fewer days prior to travel

Peak Period Reservations*

Cancellation / Rescheduling / Room Reduction Fee

20% non-refundable deposit (total reservation cancellation) or room value (room(s) cancelled)

50% of total value of reservation (total reservation cancellation) or room value (room(s) cancelled)

100% of total value of reservation (total reservation cancellation) or room value (room(s) cancelled)

100% of total value of reservation (total reservation cancellation) or room value (room(s) cancelled)

**Account holders will be charged as per cancellation fees above



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WEDDINGS / VENUE HIRE / CONFERENCING

Period

More than 6 (six) months

6 (six) to 3 (three) months

Less than 3 (three) months or no arrival

Peak Period Reservations*

Cancellation / Rescheduling

20% Non-refundable deposit

50% of total value of reservation

100% of total value of reservation

100% of total value of reservation

*Tintswalo Safari Lodge and Tintswalo Manor House: Peak Period 01 January to 15 January/ 01 July to 31 August / 15 December to 31 December

*Tintswalo Atlantic: Peak Period 01 January to 31 January/15 December to 31 December

*Tintswalo at Boulders: Peak Period 01 January to 15 January/ 15 December to 31 December

8. Extras Settlement

8.1. All extras for any clients and guests, conferences, functions and/or weddings must be settled by the designated signatory in full on or before departure, unless prior arrangements have been made with our reservations department.

8.2. The damages deposit and excess bar estimate, where applicable, will be refunded within 7 (seven) days after the settlement of your final account.

*Interest will be charged on all overdue accounts at 2 % (two percent) on prime

9. Children's Policy

9.1. Tintswalo at Boulders

9.1.1. Lodge Accommodation

9.1.1.1. Children of all ages are permitted at the Lodge, in certain room types.

9.1.2. Room Sharing

9.1.2.1. No child under the age of 16 (sixteen) may stay in a room without the supervision of at least 1 (one) adult and/or one child of 16 (sixteen) years and older.

9.1.2.2. A maximum of 2 (two) children under the age of 6 (six) may share a room with 2 (two) adults and/or 2 (two) children of 16 (sixteen) years and older, in the event where a room that has an adjacent children's room, is not available.

9.1.2.3. Only 1 (one) additional bed will be placed per room and children under 6 (six) will be required to share a three quarter bed.

9.1.2.4. Room sharing with 2 (two) adults will only be allowed for a child under the age of 16 (sixteen) years.

9.2. Tintswalo Atlantic

9.2.1 Lodge Accommodation

9.2.1.1 Children of all ages are permitted at the Lodge.

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9.2.2. Room Sharing

9.2.2.1. No child under the age of 16 (sixteen) may stay in a room without the supervision of at least 1 (one) adult and/or 1 (one) child of 16 (sixteen) years and older.

9.2.2.2. A maximum of 2 (two) children under the age of 6 (six) may share a room with 2 (two) adults and/or 2 (two) children of 16 (sixteen) years and older, in the event where a room that has an adjacent children's room is not available.

9.2.2.3. Only 1 (one) additional bed will be placed per room and children under 6 (six) will be required to share a three quarter bed.

9.2.2.4. Room sharing with 2 (two) adults will only be allowed for a child under the age of 16 (sixteen).

9.2.3. Dining Room

9.2.3.1. No children under the age of 12 (twelve) are permitted in the dining room after 18h00.

9.3. Tintswalo Safari Lodge & Manor House

9.3.1 Lodge Accommodation

9.3.1.1 Children of all ages are permitted at the Lodge, in certain room types.

9.3.2. Explorer Suites

9.3.2.1. No children under the age of 9 (nine) years are permitted.

9.3.2.2 No children under the age of 16 (sixteen) may stay in a room without the supervision of at least 1 (one) adult and/or 1 (one) child of 16 (sixteen) years and older.

9.3.3. Grant Suite

9.3.3.1. No children under the age of 9 (nine) years are permitted.

9.3.4. Presidential and Manor House

9.3.4.1. No age limit applicable.

9.3.5. Game Drives & Bush Walks.

9.3.5.1. Game Drives will be conducted in accordance with Lodge safety policies and procedures. The assigned Guide shall use their exclusive discretion when deciding on which sightings are appropriate for groups where children are present.

9.3.5.2. Parents and/or guardians are responsible to ensure that any child accompanying them on game drives strictly adhere to any rules and safety procedures set out by the assigned Guide.

9.3.5.3. No children under the age of 16 (sixteen) are permitted on bush walks unless arranged as part of the Children's program.

9.3.6. Dining Room.

9.3.6.1 Lodge Management reserves the right to escort families out of the dining area, and arrange alternative dining, should a child's behaviour become disruptive to other diners.



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9.4 Tintswalo Welgevonden.

9.4.1. Lodge Accommodation

9.4.1.1. Children of all ages are permitted at the Lodge, in certain room types.

9.4.2. Room Sharing

9.4.2.1. No child under the age of 16 (sixteen) may stay in a room without the supervision of at least 1 (one) adult and/or 1 (one) child of 16 (sixteen) years and older.

9.5.3. Game Drives & Bush Walks

9.4.3.1. No children under 6 (six) are permitted on game drives, unless the lodge is booked on an exclusive basis.

9.4.3.2. Game Drives will be conducted in accordance with Lodge safety policies and procedures. The assigned Guide shall use their exclusive discretion when deciding on which sightings are appropriate for groups where children are present.

9.4.3.3. Parents and/or guardians are responsible to ensure that any child accompanying them on game drives strictly adhere to any rules and safety procedures set out by the assigned Guide.

9.4.3.4. No children under 16 (sixteen) are permitted on bush walks unless arranged as part of the Children's program.

9.4.4. Dining Room.

9.4.4.1 Lodge Management reserves the right to escort families out of the dining area, and arrange alternative dining, should a child's behaviour become disruptive to other diners.

9.5 Tintswalo at Siankaba

9.5.1. Lodge Accommodation

9.5.1.1. Children of all ages are permitted at the Camp, an indemnity form should be completed by guests staying with children under 8yrs before receiving a quotation.

9.5.2. Room Sharing

9.5.2.1. Children under the age of 16 (sixteen) may stay in a room without the supervision of at least 1 (one) adult and/or 1 (one) child of 16 (sixteen) years and older.

9.5.3. Mokoro Experience. No children under the age of 12 (twelve) years old are allowed on Mokoro trips



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10. Wildlife Policy

10.1. Tintswalo Safari Lodge, Manor House, Tintswalo Welgevonden and Tintswalo at Siankaba

10.1.1. Game drives will be conducted in accordance with Lodge safety policies and procedures. The assigned Guide shall use his exclusive discretion when deciding on which sightings are appropriate for viewing.

10.1.2. The Lodge is located within a reserve that allows open and undisturbed access to wildlife. All wildlife constitutes a potential danger to any and all persons who enter the reserve whether walking, travelling in a vehicle, or being accompanied by a guide, whether in the proximity of the Lodge or in the Lodge itself, the potential danger remains and guests must remain vigilant and strictly adhere to the rules set out by any Guide and Lodge Management at all times. Room escorts may be requested from Lodge Management at any time and will be provided at night.

10.1.3. Guests shall ensure that all doors and windows are securely closed when not in their room and shall be vigilant when in the room and doors and windows are open.

10.1.4. The animals, birds and reptiles at the reserve are wild and dangerous; in particular, lion, cheetah, wild dog, rhino, elephants, buffalo, crocodile and hippo are dangerous and unpredictable and under no circumstances should any animals, birds and/or reptiles be approached, fed, frightened, teased, or disturbed.

11. Other

11.1. All extras including meal prices, transfers (road and/or air) as quoted are subject to change without prior notice.

11.2. Cancellation fees are applicable to cancelled transfers per the cancellation policy of the relevant carrier concerned.

11.3. Terms and Conditions, accommodation rates, flight rates, venue hire rates, conference rates, gate fees (where applicable) transfer and meal rates as quoted are subject to change without prior notice for all unconfirmed and provisional reservations. Only confirmed reservation rates will be honoured at the rate as quoted prior to implementation of any new rates.

11.4. All prices in ZAR are inclusive of VAT at the applicable rate.

11.5. It is the responsibility of all guests/clients to ensure that adequate travel insurance and/or medical cover is in place before arrival at the Lodge. No cancellation penalties will be waived as a result of a guest/client not having adequate travel insurance and/or medical cover.

11.6. All guests will be requested to sign an indemnity form on arrival at the Lodge.

11.7. None of our lodges offer self-catering or 'Bring Your Own Food' as an option as we do not have in-room cooking facilities.

11.8. These Terms and Conditions shall be governed by and construed in accordance with South African and Zambian Law.

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