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Mashatu Game Reserve
Northern Tuli Game Reserve
Tuli Block, Botswana

P.O. Box 26
Lentswe Le Moriti
Botswana

EUPHORBIA & MASHATU FLY-IN PACKAGES 2024 - RACK RATES

Strictly based on return flights being on a Friday / Saturday / Sunday / Monday, as per the packages detailed in this document.

Please note that the return flights included in these packages are not private charters; pax will be sharing with other pax travelling to and from Mashatu / LVA.
Return flights i.e., Lanseria – Limpopo Valley Airfield (LVA) – Lanseria only, (ETD Lanseria 11:30 ETA LVA 13:00 and ETD LVA 14:30 ETA Lanseria 16:00).
These fly-in packages may not be used in conjunction with any other specials e.g., not applicable to LOG pay 3 stay 4 rates.

FLY-IN PACKAGE RATES INCLUDE:	FLY-IN PACKAGE RATES EXCLUDE:
<p>Accommodation, all meals, beverages* (local wines, spirits, and beers; soft drinks, teas and coffees, and refreshments on game drives/walks), Wi-Fi, and laundry. * <i>Guide Room rate includes soft drinks, teas, and coffees only.</i></p> <p>Option of a guided game walk and game drive <u>or</u> two guided game drives per night's stay.</p> <p>Return flights are at no charge, provided they are on the days stipulated above. Transfers between a hotel in JHB, or ORT Int, to and from Lanseria included. Luggage soft bags with max 20kgs (inclusive of hand luggage) included.</p> <p>Transfers within Mashatu Game Reserve, to and from Limpopo Valley.</p> <p>Mashatu conservation levy, government bed levy and VAT.</p> <p><i>At Euphorbia Mashatu only - Additional option of 1 adventure activity offered at Mashatu per day i.e., cycling safaris, ad hoc walking safaris, horse safaris, photographic hides & tuition, community visits & night drives.</i></p> <p><i>At Kolokolo Safari Home, Mashatu Lodge & Tuli Safari Lodge Mashatu only - Kids@Mashatu activities and babysitting services.</i></p>	<p>Premium imported champagne, cognacs, wines, and spirits.</p> <p>All adventure activities offered at Mashatu i.e., cycling safaris, ad hoc walking safaris, horse safaris, photographic hides & tuition, community visits & night drives.</p> <p>Exclusive use vehicle – available on request at the daily applicable rate.</p> <p>Serokolo Spa treatments – available at the Spa. In-room treatments available at Euphorbia only.</p> <p>WalkMashatu full day walking safaris and Night Under the Stars.</p> <p>PhotoMashatu photographic vehicle, lens & body hire.</p> <p>Additional luggage charge of \$115 per additional 20kgs, in respect of luggage on flights included in these packages.</p> <p>Additional flights / road transfers booked through Mashatu Connect, over and above flights and shuttle services included in these packages.</p> <p>Curio Shop purchases, all items of a personal nature and gratuities.</p>
<p>***Agents/Guests can book a 1 leg flight on our scheduled flights (Lanseria – LVA <u>or</u> LVA – Lanseria on a Friday / Saturday / Sunday / Monday only) at no charge; with a 1 leg flight as a private charter booked via Mashatu Connect at an additional cost which is available 7 days a week ***</p>	
<p>N.B – No under 16's permitted at Mashatu Euphorbia and no under 12's permitted at Mashatu Tent Camp.</p>	

The following rates are quoted in USD, with payment accepted in USD. Arrangements can be made to convert this into ZAR or BWP using the exchange rate supplied to Mashatu by our bank. These rates are seasonal, quoted per person, valid for the year stated above, subject to availability on request. Other standard T&C's apply.

EUPHORBIA PACKAGES <i>Inclusive of return flights ex Lanseria</i>	Green (Low) Season 1 st Jan to 29 th Feb	Shoulder (Mid) Season 1 st Mar to 30 th Jun	Peak (High) Season 1 st Jul to 31 st Oct	Green (Low) Season 1 st Nov to 31 st Dec
3 Nights at Euphorbia Mashatu Arrive / Depart: Friday/Saturday/Sunday/Monday				
The same arrival & departure days will apply for the scheduled flights, (Lanseria – LVA or LVA - Lanseria)				
NOTE: only one free flight is included in the package rate and guests will need to pay for one leg of the flight, which must be booked via Mashatu Connect - Minimum pax per season apply – Or book 1 leg as a charter and this flight must be booked through Mashatu Connect at a cost and can be on any day of the week				
<i>Green (Low) & Shoulder (Mid) Season min 4 pax – min pax excludes **, Peak (High) Season min 2 pax – min pax excludes **</i>				
Per Person Sharing	\$ 5 610.00	\$ 6 000.00	\$ 6 900.00	\$ 5 610.00
Guide Room – per tour leader**	\$ 1 410.00	\$ 1 500.00	\$ 1 725.00	\$ 1 410.00
4 Nights at Euphorbia Mashatu Arrive: Monday / Depart: Friday				
<i>Green (Low) & Shoulder (Mid) Season min 4 pax – min pax excludes **, Peak (High) Season min 2 pax – min pax excludes **</i>				
Per Person Sharing	\$ 7 480.00	\$ 8 000.00	\$ 9 200.00	\$ 7 480.00
Guide Room – per tour leader**	\$ 1 880.00	\$ 2 000.00	\$ 2 300.00	\$ 1 880.00
5 Nights at Euphorbia Mashatu Arrive / Depart: Friday/Saturday/Sunday/Monday <i>Year Round min 2 pax – min pax excludes **</i>				
Per Person Sharing	\$ 9 350.00	\$ 10 000.00	\$ 11 500.00	\$ 9 350.00
Guide Room – per tour leader**	\$ 2 350.00	\$ 2 500.00	\$ 2 875.00	\$ 2 350.00
6 Nights Package - 3 Nights at Tuli Safari Lodge Mashatu and 3 Nights at Euphorbia Mashatu Arrive: Saturday / Depart: Friday or Arrive: Sunday / Depart: Saturday or Arrive: Monday / Depart: Sunday <i>Green (Low) & Shoulder (Mid) Season min 4 pax – min pax excludes **, Peak (High) Season min 2 pax – min pax excludes **</i>				
Per Person Sharing	\$ 7 695.00	\$ 8 250.00	\$ 9 300.00	\$ 7 695.00
Guide Room – per tour leader**	\$ 1 920.00	\$ 2 055.00	\$ 2 325.00	\$ 1 920.00

EUPHORBIA PACKAGES <i>Inclusive of return flights ex Lanseria</i>	Green (Low) Season 1 st Jan to 29 th Feb	Shoulder (Mid) Season 1 st Mar to 30 th Jun	Peak (High) Season 1 st Jul to 31 st Oct	Green (Low) Season 1 st Nov to 31 st Dec
6 Nights Package - 3 Nights at Mashatu Lodge and 3 Nights at Euphorbia Mashatu Arrive: Saturday / Depart: Friday or Arrive: Sunday / Depart: Saturday or Arrive: Monday / Depart: Sunday <i>Green (Low) & Shoulder (Mid) Season min 4 pax – min pax excludes **, Peak (High) Season min 2 pax – min pax excludes **</i>				
Per Person Sharing	\$ 8 100.00	\$ 8 670.00	\$ 9 765.00	\$ 8 100.00
Guide Room – per tour leader**	\$ 2 040.00	\$ 2 175.00	\$ 2 445.00	\$ 2 040.00
7 Nights Package - 3 Nights at Tuli Safari Lodge Mashatu and 4 Nights at Euphorbia Mashatu Arrive: Monday / Depart: Monday or Arrive: Friday / Depart: Friday or Arrive: Saturday / Depart: Saturday or Arrive: Sunday / Depart: Sunday <i>Green (Low) & Shoulder (Mid) Season min 4 pax – min pax excludes **, Peak (High) Season min 2 pax – min pax excludes **</i>				
Per Person Sharing	\$ 9 565.00	\$ 10 250.00	\$ 11 600.00	\$ 9 565.00
Guide Room – per tour leader**	\$ 2 390.00	\$ 2 555.00	\$ 2 900.00	\$ 2 390.00
7 Nights Package - 3 Nights at Mashatu Lodge and 4 Nights at Euphorbia Mashatu Arrive: Monday / Depart: Monday or Arrive: Friday / Depart: Friday or Arrive: Saturday / Depart: Saturday or Arrive: Sunday / Depart: Sunday <i>Green (Low) & Shoulder (Mid) Season min 4 pax – min pax excludes **, Peak (High) Season min 2 pax – min pax excludes **</i>				
Per Person Sharing	\$ 9 970.00	\$ 10 670.00	\$ 12 065.00	\$ 9 970.00
Guide Room – per tour leader**	\$ 2 510.00	\$ 2 675.00	\$ 3 020.00	\$ 2 510.00
8 Nights Package - 4 Nights at Kolokolo Safari Home and 4 Nights at Euphorbia Mashatu Arrive: Friday / Depart: Saturday or Arrive: Saturday / Depart: Sunday <i>Year round max 8 sharing</i>				
8 pax sharing	\$ 89 280.00	\$ 95 660.00	\$ 107 460.00	\$ 89 280.00

EUPHORBIA PACKAGES <i>Inclusive of return flights ex Lanseria</i>	Green (Low) Season 1 st Jan to 29 th Feb	Shoulder (Mid) Season 1 st Mar to 30 th Jun	Peak (High) Season 1 st Jul to 31 st Oct	Green (Low) Season 1 st Nov to 31 st Dec
9 Nights Package - 3 Nights at Tuli Safari Lodge Mashatu, 3 Nights at Mashatu Lodge and 3 Nights at Euphorbia Mashatu with an option to add a Night Under The Stars Arrive: Friday / Depart: Sunday or Arrive: Saturday / Depart: Monday <i>Year Round min 2 pax – min pax excludes **</i>				
Per Person Sharing	\$ 10 185.00	\$ 10 920.00	\$ 12 165.00	\$ 10 185.00
Guide Room – per tour leader**	\$ 2 550.00	\$ 2 730.00	\$ 3 045.00	\$ 2 550.00
Add: Optional Night Under the Stars	\$ 1 260.00	\$ 1 360.00	\$ 1 450.00	\$ 1 260.00
12 Nights Package - 3 Nights at Tuli Safari Lodge Mashatu, 3 Nights at Mashatu Lodge, 3 Nights at Kolokolo Safari Home, and 3 Nights at Euphorbia Mashatu Arrive: Friday / Depart: Sunday or Arrive: Saturday / Depart: Monday <i>Year round max 8 sharing</i>				
8 pax sharing	\$ 103 560.00	\$ 111 105.00	\$ 122 715.00	\$ 103 560.00

MASHATU PACKAGES <i>Inclusive of return flights ex Lanseria</i>	Green (Low) Season 1 st Jan to 29 th Feb	Shoulder (Mid) Season 1 st Mar to 30 th Jun	Peak (High) Season 1 st Jul to 31 st Oct	Green (Low) Season 1 st Nov to 31 st Dec
5 Nights at Tuli Safari Lodge Mashatu Arrive / Depart - Friday/Saturday/Sunday/Monday <i>Year Round min 4 pax – min pax excludes **</i>				
Per Person Sharing	\$ 3 475.00	\$ 3 750.00	\$ 4 000.00	\$ 3 475.00
Children under 12 years, <i>sharing with full paying adults**</i>	\$ 1 725.00	\$ 1 875.00	\$ 2 000.00	\$ 1 725.00
Guide Room – per tour leader**	\$ 850.00	\$ 925.00	\$ 1 000.00	\$ 850.00
5 Nights at Mashatu Lodge Arrive / Depart - Friday/Saturday/Sunday/Monday <i>Year Round min 4 pax – min pax excludes **</i>				
Per Person Sharing	\$ 4 150.00	\$ 4 450.00	\$ 4 775.00	\$ 4 150.00
Children under 12 years, <i>sharing with full paying adults**</i>	\$ 2 075.00	\$ 2 225.00	\$ 2 400.00	\$ 2 075.00
Guide Room – per tour leader**	\$ 1 050.00	\$ 1 125.00	\$ 1 200.00	\$ 1 050.00
6 Nights Package - 3 Nights at Tuli Safari Lodge Mashatu and 3 Nights at Mashatu Lodge Arrive: Saturday / Depart: Friday or Arrive: Sunday / Depart: Saturday or Arrive: Monday / Depart: Sunday <i>Green (Low) & Shoulder (Mid) Season min 6 pax – min pax excludes **, Peak (High) Season min 4 pax – min pax excludes **</i>				
Sharing	\$ 4 575.00	\$ 4 920.00	\$ 5 265.00	\$ 4 575.00
Children under 12 years, <i>sharing with full paying adults**</i>	\$ 2 280.00	\$ 2 460.00	\$ 2 640.00	\$ 2 280.00
Guide Room **	\$ 1 140.00	\$ 1 230.00	\$ 1 320.00	\$ 1 140.00
7 Nights Package - 3 Nights at Mashatu Tent Camp and 4 Nights at Tuli Safari Lodge Mashatu Arrive: Monday / Depart: Monday or Arrive: Friday / Depart: Friday or Arrive: Saturday / Depart: Saturday or Arrive: Sunday / Depart: Sunday <i>Green (Low) & Shoulder (Mid) Season min 6 pax – min pax excludes **, Peak (High) Season min 4 pax – min pax excludes **</i>				
Per Person Sharing	\$ 4 685.00	\$ 5 055.00	\$ 5 390.00	\$ 4 685.00
Guide Room – per tour leader**	\$ 1 145.00	\$ 1 250.00	\$ 1 340.00	\$ 1 145.00

MASHATU PACKAGES <i>Inclusive of return flights ex Lanseria</i>	Green (Low) Season 1 st Jan to 29 th Feb	Shoulder (Mid) Season 1 st Mar to 30 th Jun	Peak (High) Season 1 st Jul to 31 st Oct	Green (Low) Season 1 st Nov to 31 st Dec
7 Nights Package - 3 Nights at Mashatu Tent Camp and 4 Nights at Mashatu Lodge				
Arrive: Monday / Depart: Monday or Arrive: Friday / Depart: Friday or Arrive: Saturday / Depart: Saturday or Arrive: Sunday / Depart: Sunday <i>Green (Low) & Shoulder (Mid) Season min 6 pax – min pax excludes **, Peak (High) Season min 4 pax – min pax excludes **</i>				
Per Person Sharing	\$ 5 225.00	\$ 5 615.00	\$ 6 010.00	\$ 5 225.00
Guide Room – per tour leader**	\$ 1 305.00	\$ 1 410.00	\$ 1 500.00	\$ 1 305.00
8 Nights Package - 4 Nights at Tuli Safari Lodge Mashatu and 4 Nights at Mashatu Lodge				
Arrive: Friday / Depart: Saturday or Arrive: Saturday / Depart: Sunday <i>Year Round min 4 pax – min pax excludes **</i>				
Per Person Sharing	\$ 6 100.00	\$ 6 560.00	\$ 7 020.00	\$ 6 100.00
Children under 12 years, <i>sharing with full paying adults**</i>	\$ 3 040.00	\$ 3 280.00	\$ 3 520.00	\$ 3 040.00
Guide Room – per tour leader**	\$ 1 520.00	\$ 1 640.00	\$ 1 760.00	\$ 1 520.00
9 Nights Package - 3 Nights at Mashatu Tent Camp, 3 Nights at Mashatu Lodge, and 3 Nights at Tuli Safari Lodge Mashatu, with an option to add a Night Under The Stars.				
Arrive: Friday / Depart: Sunday or Arrive: Saturday / Depart: Monday <i>Green (Low) & Shoulder (Mid) Season min 6 pax – min pax excludes **, Peak (High) Season min 4 pax – min pax excludes **</i>				
Per Person Sharing	\$ 6 480.00	\$ 6 975.00	\$ 7 455.00	\$ 6 480.00
Guide Room – per tour leader**	\$ 1 605.00	\$ 1 740.00	\$ 1 860.00	\$ 1 605.00
Add: Optional Night Under the Stars	\$ 1 260.00	\$ 1 360.00	\$ 1 450.00	\$ 1 260.00
12 Nights Package - 4 Nights at Mashatu Tent Camp, 4 Nights at Mashatu Lodge, and 4 Nights at Tuli Safari Lodge Mashatu				
Arrive: Friday / Depart: Sunday or Arrive: Saturday / Depart: Monday <i>Year Round min 4 pax – min pax excludes **</i>				
Per Person Sharing	\$ 8 640.00	\$ 9 300.00	\$ 9 940.00	\$ 8 640.00
Guide Room – per tour leader**	\$ 2 140.00	\$ 2 320.00	\$ 2 480.00	\$ 2 140.00

For further information, to check availability or make a booking, kindly contact our reservations team at reservations@mashatu.com.



General Terms and Conditions - Valid to 31 December 2024

1. General

1.1. In this document, **Mashatu** shall mean:

Mashatu Investments (Pty) Ltd, Mashatu Nature Reserve (Pty) Ltd and/or Mashatu Game Reserve (incorporating Mashatu Euphorbia Villas, Mashatu Lodge, Tuli Safari Lodge Mashatu, Mashatu Tent Camp, Kolokolo Safari Home, Shalimpo Safari Home and all bona fide concessionaires).

1.2. This agreement and its interpretation shall be subject to Botswana Law.

1.3. All reservations will be on a pre-payment basis. Should payment not be timeously received, Mashatu reserves the right to automatically cancel such reserved accommodation.

1.4. It is an express condition when entering a business partnership with Mashatu that rates are not published in either print or electronic media at a lesser value than our Rack Rate.

1.5. Pick up time at Pont Drift Border Post and Limpopo Valley Airfield is 13h00. Pick up time at Mathathane Village is 12h00. Check-in time at the camp is 14h00 and check-out time is 11h00. Any variations on these times must be advised prior to guests' arrival at the camps and any variations are at the sole discretion of management.

1.6. Transfers to and from camps and the airport/ airstrips/ entrance gates are by road. Transfer times are dictated by passenger numbers and their flight variations. Please note that charges are not levied for the transfer to/ from Limpopo Valley Airfield to connect with scheduled flights.

1.7. Any international operator who elects to bypass a local African DMC to contract directly with Mashatu in respect of services of whatsoever nature, should be aware that Mashatu cannot be held responsible for providing ground handling services for the clients in the event of necessity. Clients should look to the international operator to fulfil these functions in the event of an emergency of whatsoever nature.

2. Rates

2.1. All rates apply to both group and F.I.T. reservations and are quoted per person per night in our camps, and per night for our exclusive use safari homes (Kolokolo and Shalimpo), inclusive of conservation levies and VAT.

2.2. Mashatu reserves the right to amend the published rates without notice.

2.3. Rates quoted at all our lodges are based over a 24-hour period – as per the applicable inclusive and exclusive notes on our rate sheets per lodge.

2.4. Rates are quoted in US Dollars and payment is accepted in this currency. However, arrangements can be made to convert this to South African Rand or Botswana Pula using the rates supplied to Mashatu by Nedbank and First National Bank respectively, within a 6-month period of the guest's arrival at camp.

2.5. Rates converted into South African Rand or Botswana Pula are only valid if all deposits are received on due date/s. Failing this, Mashatu reserves the right to re-quote the rate or cancel the booking.

2.6. Mashatu cannot be held liable for any rate fluctuations of third-party suppliers whose services Mashatu has booked on behalf of travel companies/ guests.

3. Children Policy

3.1. Mashatu Euphorbia: Children under 16 years are not permitted.

3.2. Mashatu Lodge & Tuli Safari Lodge Mashatu: Children of all ages are welcome under strict adult supervision. Children under 12 years, sharing accommodation with full paying adults, pay the quoted child tariff. Children under five years of age are not permitted to be taken on game drives unless their parents have reserved sole-use of their vehicle for which there may be a charge. Babysitting services and Kids@Mashatu programs, are available and can be arranged prior to / on arrival in camp with camp management.

3.3. Mashatu Tent Camp: Children under 12 years are not permitted.

3.4. Kolokolo & Shalimpo: Children of all ages are welcome, and permitted on game drives, under strict adult supervision.

3.5. All children qualifying for the reduced rate will need to show proof of age on check-in.

4. Tour Leader/ Pilot/ Driver/ Guide Policy

4.1. Accommodation for a bona fide tour leader/ pilot/ driver/ guide shall be in Guide Room (B grade) accommodation.

4.2. The Guide Room accommodation rate is applicable. This rate is purely for accommodation, meals & laundry, and does not include alcoholic / non-alcoholic beverages (with exception at Mashatu Euphorbia, where soft drinks are included), game drives & other special activities. The game drives & other special activities shall be offered subject to availability on check-in and at the sole discretion of camp management.

5. Cancellation Policy

5.1. Mashatu reserves the right to charge the following cancellation fees should a confirmed reservation be cancelled within the following period: -

- 5% cancellation administration fee if cancelled more than 90 days prior to arrival.
- 25% cancellation fee if cancelled less than 90 days prior to arrival i.e., 90 to 61 days.
- 50% cancellation fee if cancelled less than 60 days prior to arrival i.e., 60 to 31 days.
- 100% cancellation fee if cancelled less than 30 days prior to arrival.

5.2. Cancellation fees are calculated on the nett rate per person.

5.3. Should cancelled accommodation be resold, cancellation fees will be refunded less a 10% handling charge.

5.4. A 5% administration fee will be levied on refunds. The percentage is calculated on the total funds being held, at the time of cancelling the booking, and not the total booking value.

5.5. Please ensure that all guests are covered by a travel insurance policy to protect against unforeseen cancellation, delays, injury, loss, or any other prejudice of whatsoever cause.

5.6. All reservation amendments or cancellations are valid only if advised and accepted by Mashatu, in writing, by e-mail.

6. F.I.T. Policy

6.1. No reservation is secure or confirmed until a 50% deposit is received to secure the booking. Mashatu reserves the right to automatically release accommodation being held unless a deposit is received within the stated period for each reservation.

6.2. All net accommodation and transfer costs must be pre-paid no less than 30 days prior to arrival. All guests shall settle their extras accounts in full prior to departure from the camps.

7. Group Policy

7.1. Any party reserving 50% or more of the rooms at one camp is considered a group.

7.2. No reservation is secure/ confirmed until a **10% non-refundable** deposit is received to secure the booking. Two further deposits of 25% each are required at intervals prior to the date of arrival, as notified on the confirmation voucher and the full balance of all services and accommodation is required no later than one month prior to the date of arrival. Mashatu reserves the right to automatically release accommodation being held unless the required deposits are received as specified.

7.3. Mashatu reserves the right to charge the cancellation fees, as noted in point 5. above, should a confirmed reservation be cancelled within the stated periods.

7.4. Final numbers for groups must be confirmed 60 days prior to arrival after which time any reduction in numbers will incur cancellation fees in accordance with the group policy, point 7.3. above.

7.5. All net accommodation and transfer costs must be pre-paid no less than 30 days prior to arrival. All extras must be settled direct at the camp by the guests, prior to their departure.

7.6. Mashatu reserves the right to limit the number of single room rates at each camp.

8. Important Notes

8.1. Failure on the part of the guest/ travel company to comply timeously, or at all, with any of the terms and conditions contained herein shall entitle Mashatu, at its sole discretion, regardless of reservation requirements and/ or payments already received, to cancel/ refuse to accept the guest's/ travel company's reservation in respect of group/s or individual/s in question, unless satisfactory alternative arrangements are made by the guest/ travel company.

- 8.2. It is to be noted that this agreement is between Mashatu and the party making the reservation and no leniency or indulgence will be granted by Mashatu in the event of other group/s or individual/s not timeously performing their corresponding duties to the party making the reservation.
- 8.3. Please note that should Mashatu receive a firm, deposited booking over the dates when the guest/ travel company is holding space and prior to the guest/ travel company forwarding the necessary deposits to secure the reservation, the guest/ travel company will be requested to release the space being held, or to forward an immediate non-refundable deposit on all space held, to secure the space.
- 8.4. All transfers and game drives are conducted in open safari vehicles.
- 8.5. Adventure activities where relevant, are in place of a morning or evening game drive.

9. Payment Details

- 9.1. Mashatu banking details: Please ensure a copy of the bank transfer slip, together with the reservation details is emailed to the reservations office. NB: Should you feel concerned with paying into our bank account without personally verifying the details, please feel free to call our reservations office on 0027 (0)31 761 3440 to confirm the details. Unfortunately, Mashatu cannot be held liable should payments be made to any incorrect accounts.

<u>US Dollar:</u>	<u>South African Rand:</u>	<u>Botswana Pula:</u>
Bank: Nedbank	Bank: Nedbank	Bank: First National Bank of Botswana
Name of Account: Mashatu Nature Reserve (Pty) Ltd	Name of Account: Mashatu Nature Reserve (Pty) Ltd	Name of Account: Mashatu Nature Reserve (Pty) Ltd
Account No: 7503015470	Account No: 1305832175	Account number: 63023835979
Branch Code: 198765	Branch Code: 198765	Branch code: 28-22-67
Swift address: NEDSZAJJ	Swift address: NEDSZAJJ	Swift Code: FIRNBWGX
Address: 135 Rivonia Road, Sandown, 2196	Address: 135 Rivonia Road, Sandown, 2196	

- 9.3. All bank charges are the responsibility of the guest/ travel company making the relevant bank transfer into one of the Mashatu bank accounts.
- 9.4. Nedbank (ZAR) or First National Bank (BWP) exchange rates, as supplied to Mashatu, on the date of agreement will apply for conversion purposes.
- 9.5. Master Card, Visa, and American Express credit cards are accepted for foreign currency payments for prepaid reservations only.
- 9.6. Master Card and Visa credit cards are accepted in South African Rand and Botswana Pula respectively at all our camps. American Express credit cards are accepted at all camps but only in South African Rand, whilst Diners Club credit cards are not accepted at Mashatu.
- 9.7. All credit cards require a letter of authorisation with the cardholder's signature to debit same.
- 9.8. The credit card which is submitted to our central reservations office for deposits and prepayments must be presented at the camp with the card holder's passport on check-in for verification purposes.
- 9.9. Payments must be received by Mashatu on the dates stipulated, failing which Mashatu reserves the right to collect payment directly from the guest on arrival. Delays in postal services and mislaid payments are the responsibility of the travel company.
- 9.10. Cheques are not accepted as tender of payment.

10. Variation/ Waiver

- 10.1. Variation or waiver of the above Terms and Conditions is at the sole discretion of Mashatu and must be confirmed in writing, failing which such variation or waiver will not apply. The laws of Botswana apply to all transactions.

T: +267 74 988 761 (Bots - mobile/WhatsApp)
T: +267 72 333 525 (Bots - office)

MC Email: connect@mashatu.com
MD Email: wendy@mashatu.com

Website: www.mashatu.com



Mashatu Game Reserve
Northern Tuli Game Reserve
Tuli Block, Botswana

P.O. Box 26
Lentswe Le Moriti
Botswana

General Terms and Conditions - Valid to 31 December 2024

General Information

Mashatu Connect is the air and road transport entity, trading as a subsidiary of Mashatu, established to coordinate the needs of guests visiting the commercial lodges of Mashatu Game Reserve i.e., Euphorbia Mashatu, Mashatu Lodge, Tuli Safari Lodge Mashatu, Mashatu Tent Camp, Kolokolo Safari Home & Shalimpo Safari Home; as well as the range of properties located in the Northern Tuli Game Reserve of Botswana, in which Mashatu Game Reserve is situated.

Mashatu Connect arranges road transfers and flights, through its preferred and vetted service providers in the industry; with all logistical components of travel, connecting to this diverse and beautiful wildlife haven in the Tuli Block of Botswana, being seamlessly provided for in a professional and efficient manner.

Our rate sheet is based on connecting commonly requested destinations with Mashatu Game Reserve, we can however quote on road transfers and flights to / from other destinations within Southern Africa. Should accommodation be required on route to / from the Reserve we can assist with recommendations for your itinerary, which we can book on your behalf if required.

Contact Details:	Contact Person	Telephone Number	Email Address
Reservations:	Judith	+ 267 74 988 761	connect@mashatu.com
Accounts:	Catherine	+27 (0)31 761 3440	accounts@mashatu.com
Sales:	Robyn	+27 (0)73 618 4939	robyn@mashatu.com
Marketing:	Danita	+27 (0)82 868 9372	danita@mashatu.com
Joint MD:	Wendy	+267 77 452 980 <u>or</u> +27 (0)71 852 3082	wendy@mashatu.com

Company Details:	Mashatu Connect - Botswana	Mashatu Connect - South Africa
Company Name:	Mashatu Nature Reserve (Pty) Ltd	Mashatu Investments (Pty) Ltd
Registration No.:	BW00000470551	1938/011455/07
VAT Reg. No.:	BW00000470551-00-05-72	4260264819
Postal Address:	P.O. Box 26, Lentswe Le Moriti, Botswana	Postnet Suite 035, Private Bag X7005, Hillcrest, 3650, SA

Mashatu Connect Road Transfers

All road transfers, through our preferred, insured, and vetted service providers; operate with fully licensed vehicles and drivers. Drivers ensure passenger safety and comfort; vehicles are put through roadworthy tests and regular services. A range of vehicles are utilized, specific to the number of passengers per transfer, as well as route taken. Driver, vehicle, and service provider details, as well as ETD's and ETA's will be provided / confirmed on confirmation of each booking.

Mashatu Connect Air Transfers (Flights)

All air transfers (flights), through our preferred, insured, and vetted charter operators; operate with fully-licensed aircrafts and pilots. Pilots ensure passenger safety and comfort; aircrafts are put through airworthy tests and regularly services. A range of aircrafts are utilized, specific to the number of passengers per transfer, as well as route taken. Crew, aircraft, and charter operator details, as well as ETD's and ETA's will be provided / confirmed on confirmation of each booking.

Departure Times From Lanseria International Airport (HLA) and Limpopo Valley Airfield (LVA)

Our set departure times for our per seat rate flights between Lanseria and Limpopo Valley Airfield are as follows:

- **Lanseria to LVA – depart Lanseria at 11h30** (flight time approximately 1hr 40min)
- **LVA to Lanseria – depart LVA at 14h30** (flight time approximately 1hr 40min)

(Anything outside of these times can be quoted on a private charter basis.)

Important Notes:

- The recommended cut-off time for international arrivals at OR Tambo International Airport is 09:00 (SA time). This allows a 2-hour window for the passengers to clear into South Africa, and road transfer to Lanseria Airport. The recommended cut-off time for domestic arrivals at OR Tambo International Airport is 10h00 (SA time). The road transfer from OR Tambo to Lanseria takes approximately 50 - 60 minutes.
- It is strongly advised that domestic connecting flights not be booked before 19h00 (SA time), and international connecting flights before 20h00 (SA time).
- If agents/clients cannot adhere to the above set times, they will be offered the option of being quoted on a private charter.
- Flight times **cannot** be altered to accommodate passengers connecting flight plans. Kindly inquire on a private charter option to accommodate individualized itineraries.
- Quotations include a standard bar box with a selection of soft drinks and water, as well as light meal with snacks. Dietary restrictions / food allergies need to be advised upon booking.

Mashatu Connect Published Rates – T's & C's

- Rates are published / quoted NETT i.e., kindly add agent's commission at your own discretion.
- Rates are valid from January to December of each quoted calendar year.
- Rates are subject to availability at the time of booking, as well as agreement to our terms and conditions.
- Rates are inclusive of relevant taxes, levies, and VAT as maybe applicable.
- Rates are subject to industry and market related increases, including applicable exchange rate fluctuations.
- Rates are fixed in US Dollars (\$), and subject to being amended without notice.

Mashatu Connect Quotations – T's & C's

- Quotations will automatically lapse 5 days after being issued, unless specifically stated otherwise in the quotation.
- All air transfer / flight quotes are subject to the necessary airport slots being obtained prior to departure. Mashatu Connect will not be held responsible for slots not being available.
- Should a quotation be provided long in advance, and industry related price increases are experienced (e.g., fuel price increases); the quotation may have to be reviewed.
- Quotations are subject to the correct fuel being available at the destination, or enroute.

Mashatu Connect Booking Amendments & Cancellation Fees – T's & C's

- All booking amendments or cancellations are valid only if advised and accepted by Mashatu Connect, in writing, by e-mail.
- Booking amendments may attract additional charges, if applicable these will be highlighted in writing by Mashatu Connect for approval prior to amendments being processed.
- Should a cancelled booking be resold, cancellation fees will be refunded less a 10% handling fee.
- Cancellation fees are calculated on the total invoiced.
- Mashatu Connect reserves the right to charge the following cancellation fees:

Road Transfers

- 50% cancellation fee if cancelled less than 14 days prior to transfer.
- 100% cancellation fee if cancelled less than 7 days prior to transfer.

Air Transfers (Flights)

- 5% of the total invoiced, once a booking is confirmed i.e., 10% of the 50% deposit is non-refundable;
- 25% of the total invoiced, if cancelled 5 to 14 days prior to the date of departure;
- 50% of the total invoiced, if cancelled 49 to 96 hours prior to the time of departure;
- 75% of the total invoiced, if cancelled 25 to 48 hours prior to the time of departure;
- 100% of the total invoice, if cancelled 0 to 24 hours prior to the time of departure.

Mashatu Connect Payments and Deposits – T's & C's

- Full payment will be required prior to the departure; unless the client has a prior formal credit arrangement with Mashatu Connect regarding payment in arrears.
- A booking shall not be considered as a “confirmed” booking unless a 50% deposit, (10% of which is non-refundable), has been received and cleared into the company’s bank account.
- Mashatu Connect reserves the right to automatically release bookings being held unless a deposit is received within the stated period reflected on the invoice issued to the client.
- Should bookings be made less than 30 days prior to travel, payment in full is required on receipt of the invoice issued to the client i.e., immediately.
- Payment is accepted in USD (\$), BWP (P) and ZAR (R), as arranged and invoiced. Should you wish to pay in BWP or ZAR, kindly contact Mashatu Connect for a rate of exchange.
- All bank charges, local and international, are to be borne by the remitter (client).
- Method of payment will be confirmed during the booking process.
- Any of the following methods of payment are acceptable:
 - direct bank transfer / direct bank deposit (see applicable bank a/c details below); or
 - via credit card; or
 - bookings with Mashatu Connect processed through a Mashatu reservation can be added as “extras” to the Mashatu accommodation bookings and settled directly with Mashatu.

<u>US Dollar:</u>	<u>South African Rand:</u>	<u>Botswana Pula:</u>
Bank: Nedbank	Bank: Nedbank	Bank: First National Bank of Botswana
Name of Account: Mashatu Nature Reserve (Pty) Ltd	Name of Account: Mashatu Nature Reserve (Pty) Ltd	Name of Account: Mashatu Nature Reserve (Pty) Ltd
Account No: 7503015470	Account No: 1305832175	Account number: 63023835979
Branch Code: 198765	Branch Code: 198765	Branch code: 28-22-67
Swift address: NEDSZAJJ	Swift address: NEDSZAJJ	Swift Code: FIRNBWGX
Address: 135 Rivonia Road, Sandown, 2196	Address: 135 Rivonia Road, Sandown, 2196	

- Please reference the payment as MC – followed by the invoice number. Proof of payment to be emailed to connect@mashatu.com for confirmation of booking(s).

Mashatu Connect Vehicle / Aircraft Availability – T's & C's

- All Mashatu Connect quotations, and bookings, are subject to the applicable vehicle / aircraft availability and serviceability.
- The applicable vehicle / aircraft will be reserved only once ...
 - written confirmation of the acceptance of the quotation has been received,
 - as well as these terms and conditions agreed,
 - together with the required holding deposit having been paid in full and with proof of payment received.

Mashatu Connect Permits for Road Transfers / Flights – T’s & C’s

When confirming a transfer, the transfer shall not commence without all the relevant permits being issued, i.e., in the case of road transfers – road permits / interzonal movement permits as may be required; in relation to flights - authorisations for international flights or permits for landings at privately owned airfields. Permits will be applied once confirmation of the transfer has been received – confirmed booking. If the transfer is cancelled after permits have been applied for, the cost of these applications will become payable by the client if not covered by the cancellation fee levied.

Mashatu Connect Entry Requirements – T’s & C’s

It is the client / guest’s responsibility to ensure they fulfil the entry requirements of all the destinations and transiting countries for both themselves, and their children, any additional charges because of failing to comply shall be at the client / guest’s expense. All Mashatu Connect guests, must produce the appropriate identification and travel documents for immigration formalities at airports and border posts i.e., ...

- Botswana: Omang for domestic transfers and flights; passport for international transfers and flights.
- Foreign Nationals: Passport for both domestic and international transfers and flights, for Airports and Border posts clearance; as well as necessary visa if required.

Mashatu Connect Operating Hours – T’s & C’s

Road transfers and flights are restricted to daylight operating hours only, unless otherwise agreed to in respect of road transfers; or unless the destination airport is fully equipped with night landing facilities for flights. Certain border posts have limited hours of operation; as do certain airports, the latter may either not be flexible to permit flights “out hours” or may charge supplementary fees for “out of our operations” or as a “noise abatement penalty”. Any impact to a booking by such T’s & C’s will be highlighted to the client during the booking process and taken into consideration when planning ETD’s and ETA’s.

Mashatu Connect Weather Diversions & Delays – T’s & C’s

Road / Air traffic delays and diversions due to poor weather are unfortunately beyond Mashatu Connects control. Any additional costs so incurred will be for the client’s account. If weather prevents the safe conduct of a flight, the client may be compelled to use alternate means of transport; including road transfers.

Mashatu Connect Luggage – T’s & C’s

- The maximum permissible luggage allowance per person, will be reflected on the quotation and will be strictly applied.
- Excess baggage will only be permitted if approved and arranged with Mashatu Connect prior to departure. In the case of excess baggage on flights, this will be charged for in addition to the quoted seat / charter rate. In the case of road transfers, a trailer may be arranged at an additional cost if not already included in the rate. Arrangements will be confirmed during the booking process.
- If goods are incorrectly packaged and/or do not have the correct documentation, carriage will be refused – this ruling applies to both road transfers and flights.
- Mashatu Connect, our charter operators and road transfer service providers, do not approve the transportation of Dangerous Goods (as classified in the IATA Dangerous Goods Regulations).
- No Dangerous Goods will be allowed on Mashatu Connect chartered aircrafts or transfer vehicles; and we reserve the right to offload any baggage that contains (or may contain) items deemed dangerous.

Mashatu Connect Other Important Information – T’s & C’s

- It is the responsibility of the client to ensure that all guests are covered by a travel insurance policy to protect against unforeseen cancellations, delays, injury, loss, or any other prejudice of whatsoever cause. Mashatu Connect reserves the right to request a copy of such documentation.
- Smoking in Mashatu Connect transfer vehicles / aircrafts is strictly forbidden.
- Mashatu Connect reserves the right to utilise transfer vehicles / aircrafts for its own needs on any “empty-leg” sector not used by the client.
- Mashatu Connect does not accept any responsibility for consequential damages that may be suffered by the client due to a breakdown, diversion, or other factors beyond its control. We and our preferred service providers will make every effort possible to minimize such costs being incurred.
- The terms and conditions stipulated in this document are subject to change from time to time under the express authorisation of the Managing Director of Mashatu.